



## FREQUENTLY ASKED QUESTIONS

### WHAT DOES 24/7 CARE MEAN?

- Our nursing team is available 24/7 in a communal setting with shared resources
- Each patient is assigned to a primary Nurse and PCA
- Integrated multi-disciplinary care is provided based on an assessment with medical providers available on-site or by phone
- We will provide a complete contact list for your loved one's care team upon admission

### WHAT KIND OF REHAB SERVICES DO WE PROVIDE?

- Physical Therapy, Occupational Therapy, Speech Language Pathology, and Expressive Therapy
- An assessment to determine rehab needs will be conducted within 7 business days of admission

### CAN I KEEP MY PRIMARY CARE PROVIDER?

- One of our clinicians will be your primary medical provider and will make outside referrals as deemed necessary by the Primary Care Provider

### CAN I BRING IN OUTSIDE SERVICES FOR MY LOVED ONE?

- Outside medical professionals are not permitted
- Private companions are allowed at 3rd party expense and need to follow HSL policy (i.e. companions cannot provide care)

### CAN I BRING MY OWN MEDICATION?

- All medications must be approved by an HSL provider and pharmacist

### CAN MY LOVED ONE LEAVE THE FACILITY FOR NON-MEDICAL VISITS?

- Patients may leave for up to 6 hours/day
- Overnight stays are not permitted
- Medical approval by a provider and 48 hours of notice to the nursing team are required

### DOES SOMEONE ACCOMPANY MY LOVED ONE DURING OUTSIDE MEDICAL APPOINTMENTS TO SEE SPECIALISTS OR FOR PROCEDURES?

- Families are encouraged to accompany loved ones to specialists
- If families are unable to attend, and if it is a medically necessary appointment, we will provide an accompanying staff member

### HOW DO YOU PROVIDE 24/7 CARE?

- Routine checks are individualized according to the needs of the patient
- We are a restraint, bed alarm, and chair alarm-free facility

### WHO WILL HRC CONTACT IF NECESSARY?

- The Health Care Agent will be the point of contact
- If the Health Care Proxy and/or patient request involvement of another family member, this needs to be communicated to the health care team and that any medical decision would still be the responsibility of the Health Care Proxy Agent

### HOW FREQUENTLY SHOULD YOU EXPECT THAT HSL WILL CONTACT YOU?

You can expect to be contacted for the following:

- Change in medical/mental status
- Significant medication change
- Semi-annual Care Coordination meetings
- Quarterly check-ins from floor team leadership
- Outbreak of illness and temporary floor closures
- Invitation to events
- Significant organizational changes/updates

### WHAT IS THE TYPICAL POPULATION AND THE SOCIAL ENVIRONMENT ON THE FLOOR?

- Each floor has patients with varying cognitive and physical abilities
- We offer center-wide programming and social activities for patients of all levels
- Opportunities for interaction with patients from other floors
- We constantly assess a patient's needs and interests, and encourage appropriate activities.  
*It is the patient's choice to attend.*

### WHAT IS MY ROLE AS A FAMILY MEMBER?

- You are complementary to our team and are encouraged to share input on your loved one's likes and desires or any observed changes
- You are welcome to attend activities with your loved one