

## The A - Z Guide: Making a Smooth Transition to a Health & Rehab Center

### Transition

For some it follows a period of recovery from a hospital stay. For others, it is the realization that living independently at home is no longer possible. We understand the emotions and complexities surrounding these changes. This guide will provide a brief overview of things you need to consider as you make the transition to one of our communities.

**Activities:** Participate in the various activity programs; it's a great way to meet people.

**Bring:** Special mementos such as photos, special blankets, etc. (check with the staff first to determine any restrictions).

**Council:** Find out when the Resident/Family Council meets and be active (let your compliments and concerns be known).

**Directives:** Be informed about advance directives, health care power of attorney and other legal documents that can inform your loved ones of your wishes in the event you are unable to make decisions.

**Expenses:** Know what expenses are incidental (e.g. beauty services, snack bar, etc.) and how they will be billed.

**Funds:** Understand the resident trust fund (holding and accounting of personal funds) and determine if you will need to avail yourself of this service.

**Greet:** Other residents and staff with a smile and get to know them.

**Health:** Understand the care plan that the center will prepare (includes therapy, restorative care, nutrition, medication, etc.).

**Insurance:** Understand your private insurance, Medicare and Medicaid benefits:  
(For Medicare information: [www.medicare.gov](http://www.medicare.gov) and [www.ssa.gov](http://www.ssa.gov); Medicaid information: [www.cms.hhs.gov/medicaid/](http://www.cms.hhs.gov/medicaid/)).

**Journal:** Consider keeping a journal of your progress. This will help you identify areas of growth and areas of decline that can be addressed with the staff.

**Keep:** Up-to-date on current events and family and community activities.

**Label:** All articles of clothing and personal items to easily identify your belongings.



**Meals:** Know the meal times and how special diets are accommodated.

**Nurses:** Get to know your Director of Nursing and the nurse or CNA (certified nursing assistant) that is assigned to your area.

**Ombudsman:** Each state has a long-term care ombudsman who acts as an advocate for your care, and can assist in resolving concerns ([www.ltcombudsman.org/](http://www.ltcombudsman.org/)).

**Physician:** The health care of each resident is under the supervision of a physician. Find out when the physician generally makes his/her rounds so that you can be prepared with questions when he/she arrives. Write your questions down in your journal. Request specialty physicians when needed (podiatry, ophthalmology, dental, etc.).

**Questions:** Ask! You have a right to stay informed.

**Resident Rights:** You have a right to be treated with dignity and respect; accept nothing less.

**Services:** Understand your center's key services such as TV, computer access, library visits, voting, etc.

**Transfer & Discharge:** Understand your center's transfer and discharge policy and plan.

**Understand How To Resolve Issues:** Our communities have a formal process for resolving issues.

**Visitors:** Encourage family and friends to visit frequently; when visiting, participate in activities together (e.g. read, do puzzles, play games, etc.). Ask your family to bring a favorite snack food (if approved by your health care plan).

**Worship Services:** Find out what religious services are held at the center and when. Contact your church or worship center to arrange for weekly on-site visits.

**eXit:** Ask your loved ones to take you out for family celebrations or for a scenic ride if you are able. A change of venue can be therapeutic.

**Your Positive Attitude:** Will make the transition easier for you and your loved ones. A cheerful heart is great medicine.

**Zealous:** Be zealous about your care. Communicate often with your caregivers. Make your interest known.

**For more information on  
The Manors Health & Rehabilitation Centers**

**Visit us on-line**

**[www.themanors.net](http://www.themanors.net)**

**or call 888-677-7055**