



Medical Rehabilitation Unit (MRU)

 Catholic Health
Kenmore Mercy Hospital



Welcome

Welcome to the Medical Rehabilitation Unit at Kenmore Mercy Hospital. Thank you for giving us the opportunity to work with you. Our objective is to help you become as independent as possible so that you can return to your daily life. Our interdisciplinary team of experts will lead you through your rehabilitation program and make sure you are getting the best possible care.



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Payment for MRU is covered by most insurance. Co-pay, if required, was discussed with you or your family upon admission. If you have any questions please call your health insurance carrier or our billing office at: (716) 601-3600.



The MRU Daily Schedule

Routine of the unit is as follows:

7:00 am – 8:00 am	Patients up, washed, and dressed
8:00 am – 8:30 am	Breakfast
7:30 am – 12:00 pm	Scheduled Therapies
12:00 pm – 1:00 pm	Lunch Break
1:00 pm – 4:00 pm	Scheduled Therapies
5:00 pm	Dinner

Therapy: You will be expected to participate in three hours of therapy 5-6 days a week. This time will be divided between the three therapies (PT/OT/SLP) as needed. It is important to attend all scheduled therapy sessions unless otherwise ordered by your physician.

Meals: One of our dietary staff members will visit you each day in the morning to take your meal orders for the day.

Visitors: Please ask your family and friends to visit during times other than your scheduled therapies. The best times to visit would be after 3:00pm Monday-Saturday and after 11am on Sunday.

Clothing: We recommend clothes that are loose fitting and comfortable, such as, T-shirts and sweatpants (dresses are not recommended). Please bring a week's worth of clothing. Good fitting, non-slip shoes and slippers are required. Sneakers are recommended. Additional clothing may be dropped off by family members both during and outside of visiting hours. Families are responsible for your laundry.

Bathrooms: The goal, during your stay in the MRU, is for you to become as independent as possible; therefore, we strongly encourage you to use the bathroom instead of the bedpan or urinal. To ensure the safety of you and your visitors from potential infections, we ask that your guests use the public restrooms instead of your bathroom.

Showers: Are as ordered by the rehabilitation physician.

Medications: The nursing staff will give all medications to you unless otherwise ordered. If you have any questions or concerns regarding your medications, we encourage you to discuss this with your nurse.

Personal Items: If you use glasses, dentures, or hearing aids at home, please bring them with you.

Smoking: No smoking available. Kenmore Mercy Hospital is a smoke free campus.

“ *Best Rehab Facility ever,
beautiful team of hard
workers with such care.* ”

What to Wear on the Rehabilitation Unit

Please bring the following (as appropriate):

- ✓ Underwear
- ✓ Bra
- ✓ Shirts/Blouses
- ✓ T-shirts
- ✓ Sweaters
- ✓ Sweat pants
- ✓ Comfortable pants/shorts
- ✓ Belt
- ✓ Socks
- ✓ Rubber Sole Shoes/Sneakers
- ✓ Toothbrush/Toothpaste/Mouthwash
- ✓ Shampoo/Soap
- ✓ Deodorant
- ✓ Electric shaver
- ✓ Brush/Comb



Your Rehabilitation Team:

Rehabilitation Physician: A specially training physician, called a physiatrist, is in charge of your treatment and progress while in the MRU. He/she will work closely with the medical team and consult other providers as needed.

Nursing: The rehabilitation nurse is a registered nurse, with specialized training in caring for patients with rehabilitative needs. Nursing is here to assist you 24/7 providing your nursing care and education to you and your family.

Occupational Therapy: The OT will help you to improve your ability to care for yourself, function at home and at work, and participate in leisure activities.

Physical Therapist: The PT will work with you to improve your overall strength, endurance, balance, and mobility with relearning walking skills or moving about in a wheelchair.

Speech Language Pathology: The SLP will work with you on your speech, language, voice, cognition, and swallowing.

Care Coordinator: Our Social Worker is the liaison between you and your family and the treatment team. The SW will assist with financial information, with the discharge process, and provide referrals to community resources to assist you after your stay.

Spiritual Care: Our chaplains are available to meet with you and offer spiritual support.

You and Your Family: You and your family are the most important members of your treatment team. Training sessions will be scheduled for your family to participate with your rehabilitation team. We ask that you select one family member to serve as a contact during your stay with us.

Your Individualized Plan of Care

After your admission to MRU, your treatment team will complete initial evaluations and, with your input, will develop a plan of care designed just for you. Your Care Coordinator will work with your family as well to help identify any specific needs.

Weekly Team Conferences: Your Rehabilitation team will meet weekly to discuss your progress, how you are meeting your goals, and if there are any barriers to those goals. The Social Worker will call your family contact after the weekly team meetings to report on your progress for discharge planning purposes.

Your Responsibilities Continuing Your Stay: To continue your stay in MRU, the team will need to provide information that you are benefiting from the Rehab program, that you are making progress towards your goals, and that you are receiving the most appropriate level of care.



Your Rights:

As a patient, you can expect:

- Access to Care and Communication
- Care that shows respect and dignity
- Information and participation with decision making
- Information about pain and pain relief measures
- Health professionals who respond quickly to reports of pain
- Security, Privacy, and Confidentiality

Your Responsibilities:

- You are encouraged to be involved in all aspects of care.
- Please provide complete accurate information with respect to medical history, present complaints, and other health related issues which could affect your course of treatment.
- Once the treatment plan has been determined and communicated by the healthcare providers, patients have the responsibility for following the treatment plan.
- Please notify your healthcare provider about any concerns regarding your ability to follow the treatment plan.
- All patients have the responsibility to respect the rights of other patients as well as hospital staff in both conduct and behavior.
- Patients are expected to participate in their pain management, discussing pain relief options with your healthcare providers.
- Please let us know how we can assist you with any cultural needs you may have during the rehabilitation process.

Your Transition to Home

Planning for Discharge: We begin the discharge process soon after your admission to Medical Rehab. An estimated length of stay or discharge date will be developed at your initial team conference and reviewed weekly. Your team will make recommendations regarding any assistance you may need along with any equipment that would be necessary for your return to home.

Family Meetings/Trainings: It is necessary for your family to feel confident in caring for you when you return home. Your family will be involved in training sessions with you and your team. Training time is a great opportunity for your family to ask any questions they may have.

My Chart: All Catholic Health patients have access to the online portal 24/7 providing you with your medical information. Your rehabilitation nurses can help you to sign up while in Medical Rehab.



Discharge Criteria: When you have achieved your treatment goals, are unable to participate in 3 hours of therapy/day, or have limited functional improvement which can be accomplished through a less intensive therapy program, you are ready for discharge.



“
Thank you
for entrusting
us with your care. We look
forward to working with you
on our rehabilitation unit.
– Your Rehabilitation Team”



Our Mission – *Why we exist*

We are called to reveal the
healing love of Jesus to all.

Our Values – *What guides our behavior*

Reverence We honor the inherent dignity and uniqueness of each person.

Compassion We unconditionally demonstrate empathy, kindness, and acceptance.

Integrity We are honest, transparent, and accountable.

Innovation We continually learn, find creative solutions, and embrace change.

Community We work together to build community and promote social justice in our organization and in society.

Excellence We commit to achieve the highest standards of quality, safety, and service.

Kenmore Mercy Hospital
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