Rehabilitation Intervention
Therapy Service

Patient Handbook

Admission/Orientation Packet
Promoting Independence
Providing Support
Preserving Dignity

Physical Medicine and Rehabilitation Service (PM&RS)
Richard L. Roudebush VA Medical Center
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Welcome!

Welcome to the Rehabilitation Unit on 4 West, commonly known as the RITS (Rehabilitation Intervention Therapy Service)!

Your health care team wants to assure you that we will do all we can to make your stay as positive and successful as possible.

We have prepared this information booklet for you. If you have any questions, our staff will be glad to help you.

Sincerely,

Staff
Rehabilitation Intervention Therapy Service (RITS)
RITS Philosophy and Mission Statement

The Rehabilitation Intervention Therapy Service (RITS) provides quality, compassionate inpatient medical rehabilitation services for Veterans with impairments limiting normal daily function. The rehabilitation team assists Veterans in becoming as independent as possible in their daily lives through treatment, education, and teamwork. Our RITS team is actively involved in teaching activities to help improve the treatment results for all Veterans.
Rehab Team Members’ Names
Rehabilitation Intervention Therapy Services (RITS)
An Interdisciplinary Approach to Patient Care

My Rehabilitation Team:

My Doctor is:

My Nurse is:

My Social Worker is:

My Physical Therapist is:

My Occupational Therapist is:

My Speech Pathologist is:

My Recreational Therapist is:

My Dietitian is:

My Rehab Psychologist is:

My Chaplain is:

Other Team Members:
Information about RITS

*Our goal is to prepare you to return home safely and to be able to do as much as you can for yourself.*

Description of services

The Rehabilitation Unit is located in the C-wing on the fourth floor of the Richard L. Roudebush, VA Medical Center (VAMC) in Indianapolis, Indiana.

- Patients work with a team to set and meet goals.
- With therapy, patients learn to do as much as possible for themselves while healing takes place.
- Goals include being able to take a bath, dress, use a wheelchair or begin to walk, practice kitchen skills and how to get around outside the hospital.

Who should contact us?

Any medical provider who has a Veteran, or active duty serviceman/woman who:

- has problems with caring for themselves and/or walking due to illness or injury.
- is able to do therapy.
- is willing to participate and set goals.

The Rehabilitation program does not exclude patients based upon racial, religious, sexual orientation, or cultural needs. The Rehabilitation Unit is not able to meet the medical needs of unstable patients of those requiring ventilators or telemetry. Patients requiring acute and intensive services for mental health needs (such as actively suicidal or severe aggression after brain injury) would need to have those needs stabilized prior to entering the program.
RITS: What’s It All About?

What is rehab?
Rehab is a team with the Physician, Therapists, Dietitian, Nurses, Social Worker, and Chaplain. Our team works with you toward common goals.

You are an active part of the team!

What can you expect?
• To be treated with respect
• To be supported in your personal rehab goals
• To be helped as needed
• To be updated on a regular basis on your progress
• To leave the rehab unit doing as much as possible

What will you do?
• Have therapy as scheduled
• Stay out of bed, except for scheduled “rest” times
• Wear clothing, not pajamas, whenever possible
• Do your best!
Commonly Asked Questions

1. **Why am I here?**
   You are here to continue your healing and become stronger.

2. **Will I be normal again?**
   “Normal” means different things to different people. You may need to learn ways to do things differently.

3. **How long will I be here?**
   Length of stay will depend on how well you do.

4. **What is the “Day of Care”?**
   The “Day of Care” is a set time on the RITS unit for your family/caregiver to come in and “practice” the skills needed for your successful discharge to home.

5. **When will I see my doctor?**
   You will see your doctor almost every day and on other occasions based on your medical needs.

6. **What is a Team Conference?**
   The team meets weekly to discuss your progress, needs and expected discharge date.

7. **What is a Patient/Family conference?**
   If needed, you and your family may have a meeting with the team to talk about your needs.
Commonly Asked Questions (cont.)

What does my family/significant other need to bring for me to the RITS unit?

1. Comfortable clothing (pants with elastic waistband and pull over shirts).
2. Walking shoes such as tennis shoes or any hard soled shoe.
4. Dentures/supplies.
5. Glasses/contacts and supplies.
6. Personal toiletries.
7. Your wheelchair or any other assistive devices that you may be using at home.

How long are therapy sessions and what should I wear?

Therapy sessions usually last one hour. You should wear comfortable clothing but no pajamas. Sturdy shoes are a must.

When are meals served?

Approximate times:

- Breakfast - 7:15 a.m.
- Lunch - 12:15 p.m.
- Dinner - 5:30 p.m.

You are expected to eat all meals in the common dining area.

What are the fees for RITS Services

Co-payments may vary by your individual VA benefits. Our Rehabilitation Social Worker would be able to assist you to obtain this information. If you have private insurance, VA will bill them for services provided.
“House Rules”

1. If possible, keep room clean and neat.

2. All food brought in must be checked with the nurse upon entry to the unit.

3. If you are able, do your own laundry. We will be glad to help you if needed. Laundry soap is provided.

4. We encourage you to get a good night sleep.

5. Write your name on your clothing with a waterproof marker.

6. Family/friends visitation is encouraged, but should not interrupt therapy.

7. This facility is smoke free except for the designated smoking areas.

8. When safety and care needs are met, limited time may be spent away from the unit.

9. Notify nursing staff and sign out when you leave the area. You will be given the unit phone number to take with you.
Family Support and Responsibilities

Family is important in your recovery.

- Therapy is intense and requires focus. Listen to the therapist's suggestion for family participation.

- We ask that one person be selected to share information with the family. This helps with communication. You will be asked to select a “code word” for protecting your privacy.

- In order to preserve the privacy of all concerned, families and/or significant others may be asked to leave the room during a procedure.

- Mealtimes are part of therapy for patients with swallowing or eating disorders; therefore, we don’t encourage visiting in the dining area during mealtimes. Please adhere to the therapist's suggestion for family involvement during mealtimes. The dining area is available for visiting during the evening hours.

- During the rehab process, the family may be invited to participate in a patient/family conference. This conference allows interaction between the rehab team members and the family. The Social Worker will contact the family to arrange the date and time.
Your Room Phone Number

Your 5-digit telephone extension number is posted on the board in your room.

Family or friends may reach you by calling:

(317) 98 plus your 5-digit telephone extension number

or

(317) 554-0000 and your 5-digit telephone extension number
RITS Interdisciplinary Team

Rehabilitation Team Members provide services Monday through Friday during business hours, with the addition of select PT/OT services on the weekend.

Interdisciplinary Team Members:

• Physical Medicine and Rehabilitation Physician
  The Medical Director of the Rehabilitation Unit is a physiatrist, or rehabilitation physician. The Rehabilitation Physician is a specialist who cares for patients who have had injuries or major health changes that limit daily activities and normal functioning. Health problems that result in decreased functioning include stroke, amputation, general weakness because of illness, recovery after surgery and brain injury. Rehabilitation Doctors care for general medical problems and plan the treatments required for rehabilitation.

• Rehabilitation Nurse
  Rehabilitation nurses provide medical support and guidance. They encourage patients to be independent by assisting patients to set and achieve rehabilitation goals. Rehabilitation nurses are actively involved in teaching patients and their family about illness and injuries and how to improve function. Rehabilitation nurses also help patients and families to develop problem-solving skills to overcome obstacles once the patient is discharged from the hospital.

• Clinical Nurse Specialist
  The clinical nurse specialist (CNS) is a nurse who is an expert in rehabilitation. The CNS is an educator and resource person for patients as well as staff.
• **Social Worker**
The RITS social worker is available to help patients and families evaluate social, financial, emotional and overall support needs to ensure a successful discharge plan. The social worker assists with community and VA referrals and provides coping and adjustment counseling for RITS patients. The social worker has a list of community resources that may help you after discharge.

• **Physical Therapist**
Physical therapists assess and treat weakness related to illness or injury. The therapist designs your treatment plan to help you improve.

• **Occupational Therapist**
Occupational therapists assess and treat your needs in daily skills and balance or strength. They may also determine if equipment is needed.

• **Dietitian**
Dietitians plan the types and amounts of food that will meet your needs. If the doctor orders a special diet for home, the dietitian will explain this to you.

• **Speech Pathologist**
Speech pathologists assess and treat your ability to think, speak and safely swallow.

• **Recreational Therapist**
Recreational therapists will address the leisure aspects of a person’s life. Patients will be given the opportunity to explore past, present and new leisure interests.

• **Chaplain**
Chaplains provide spiritual guidance and support. If you wish to see a chaplain or attend a service, ask the staff to contact the chaplain’s office.
Educational Needs

Patient Health Profile

Your rehabilitation program includes education for you and your family about health management. Your rehabilitation team will assist you with selecting a tool to organize this information for future use. Having access to this information will help you be active in your care and you may share your information with your doctors after your discharge.

1. My HealtheVet located at https://www.myhealth.va.gov is a secure, computer web-based program maintained by the VA system. This system will allow you to request prescription refills, review VA benefits and services and keep a personal health journal. My HealtheVet will automatically update your prescription list and may be accessed from any computer with internet capability.

2. A written form has been developed for patients who choose not to use a computer or have limited access to a computer. You are responsible for keeping this document secure.

Community Support and Self-help Groups

Additional information about community resources are provided by the RITS Social Worker.

Medical Literature

Information about medical conditions can be found on My HealtheVet, on your TV, or by simply asking your team.
Patient Rights and Responsibilities

The Veterans Health Administration (VHA) is pleased you have selected us to provide your healthcare. We want to improve your health and well-being. We will make your visit or stay as pleasant for you as possible. As part of our service to you, to other Veterans and to the Nation, we are committed to improving healthcare quality. Also, we train future healthcare professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient. Your basic rights and responsibilities are outlined in this document. Please talk with VA treatment team members or a patient advocate if you have any questions or would like more information about your rights.

In order to provide a safe treatment environment for all patients and staff, you are expected to respect other patients and staff and to follow the facility’s rules. Avoid unsafe acts that place others at risk for accidents or injuries. *Immediately report any condition you believe to be unsafe.*

Information Disclosure and Confidentiality

You will be given information about the health benefits you can receive. The information will be provided in a way you can understand.

You will receive information about the costs of your care, if any. You are responsible for paying your portion of any costs associated with your care.
How To Address Concerns or Questions

Share your concerns or questions with the team member who you feel can provide the best answer. Issues may also be discussed with the unit manager or your Social Worker.

If you need more help, the Patient Advocate Office can be reached at extension 82602. You can expect a response within three working days. Once they have been notified, tell them if you would like an answer in writing.

If you believe there to be an ethical issue involved with your care while at the VA Medical Center, this also is addressed through the Patient Advocate Office. Once you have reached a Patient Advocate at extension 82602, they will relay the information and request for an evaluation by the Center Bio-Ethics Consultation Team. You will be contacted by the individual and will receive a formal consultation to determine if indeed there is an ethical issue at hand.

Veterans Voice Huddle Board

The Veterans Voice Huddle Board is posted in the Patient Dining Room. We welcome your suggestions for improving our program and patient care. You may also leave a compliment for one of our staff members or departments as well. All input is reviewed by nursing staff and previous ideas have been used to make many improvements.

After Your Rehabilitation

Most patients are discharged to their home environment of choice. The Rehabilitation Team will facilitate obtaining equipment and follow-up care for your needs. If your needs require long-term care or home care services, we will assist you in making those arrangements.
Notes