



CARRUS

HOSPITALS



PATIENT INFORMATION

WELCOME TO CARRUS HOSPITALS

Located in a scenic view setting with all private rooms, Carrus Hospitals have provided exceptional care to its patients since 2008. Patient rooms are centered around one of four themed gardens: *"Italian Garden"*, *"Texas Garden"*, *"Old English Garden"*, and *"Japanese Garden"*. Carrus Hospitals are conveniently located in Sherman, Texas—the center of Texoma. Our location, very near the Highway 75 and 82 intersection, provides easy access for the residents of North Texas and Southeastern Oklahoma to receive the highest quality Inpatient Specialty, Acute Inpatient Rehabilitation, and Outpatient care.

Carrus Rehabilitation Hospital is a 24-bed Acute Inpatient Rehabilitation facility, which creates an aesthetically pleasing and luxurious environment for our patients to get back on their feet. Carrus Rehabilitation Hospital provides superb Physical, Occupational, and Speech Therapy with clinical outcomes among the highest in our specialty.

Carrus Specialty Hospital is a 16-bed Long-Term Acute Care Specialty facility. Patients who arrive at Carrus Specialty Hospital find themselves surrounded with very highly educated teams of professionals, specializing in the care for critically ill patients. Our nurse-to-patient ratios are among the best in the industry, which enables us to provide our patients with the most comprehensive and compassionate care possible.

As CEO of Carrus Hospitals, one of my proudest moments is walking the hallways and engaging with the cheerful staff and satisfied patients and families. The family environment at Carrus easily displays that CARRUS CARES not only about our patients, families, and visitors but each other as well. This integrated and supportive care model, which translates into exceptional patient care, is why I chose a career in healthcare.

Please note that during your stay here, any member of our leadership team is readily available to you whenever you may need us. Because the need for hospitalization continues twenty-four hours a day, seven days a week, my team and I are here 24/7 to serve your needs.

Wishing You the Very Best of Health,

Jon M. Rains, CEO



Carrus Hospitals are two separate physician-owned hospitals under one roof located in Sherman, Texas. The hospitals also provide outpatient services such as sleep studies, CT scans and IV infusions.

If You Will be Coming to Our Long-Term **Acute Care Hospital:**

Carrus LTAC Hospital is specifically designed to meet the complex healthcare needs of critically ill patients who requires continued medical and nursing care after discharge from the short-term acute care hospital where they have received their diagnostic or surgical care.

Our patients are referred by physicians throughout Texas and Oklahoma and, on occasion, other states. We serve seriously ill patients with conditions caused by diseases or injuries. Diabetes, congestive heart failure, cardiovascular disease, COPD, and severe brain trauma are examples of the types of patients we treat. Often, patients' conditions have been complicated by additional medical problems that can include other difficulties like ventilator dependency, immobility, malnutrition, or severe wound infection. Carrus patients require carefully planned interventions for their eventual transition to home or a less intensive medical care environment.

Carrus provides a highly skilled, interdisciplinary, patient-centered health professional team who provides comprehensive, compassionate and individualized high-quality healthcare services. Your team will be led by physicians who specialize in the care of hospitalized patients. Medical specialists are available for consultations in the areas of Cardiology, Infectious Disease, Nephrology, Neurology, Pulmonology, and more.

If You Will be Coming to Our **Rehabilitation Hospital:**

Carrus Rehabilitation Hospital treats patients who need specialized levels of acute rehabilitative care. Our goal is to restore the health and well-being of our patients by developing treatment programs that encompass each patient's individual needs. Additionally, our goal is to restore quality of life by providing them with the medical care that treats the individual's specific needs.

Our patients are treated for many different illnesses, including: stroke, brain injury, amputation, hip fracture, spinal cord injury, multiple trauma, or knee/hip replacement, as well as generalized weakness. Also treated are neurological disorders such as multiple sclerosis, Parkinson's Disease, Guillain Barre Disease, polyneuropathy and muscular dystrophy.

The typical patient will receive three hours of therapy per day, six days per week, and stay 7-14 days. The hospital uses an interdisciplinary approach that involves a carefully structured treatment program for each patient. Our rehabilitation staff consists of highly trained, patient-centered professionals who include registered nurses, physical, speech and occupational therapists, respiratory therapists, registered dietitians, physician assistants, and more importantly, a full staff of physician neurologists.

Our goal at Carrus is to work with you and assist you in getting as strong and capable as you can possibly be.

We encourage most patients to bring the following with you when you arrive:

- Comfortable walking footwear
- Multiple shirts/blouses/tops/t-shirts
- Pants, shorts, and/or sweat suits
- Sweater or light jacket
- Undergarments
- Sleepwear
- Grooming products (toothpaste, deodorant, etc.)
- Eye glasses or contact lenses, if worn
- Hearing aids with extra batteries
- Reading materials
- Robe
- Dentures (we will provide a container for your dentures)

Bring plenty of comfortable, loose fitting clothing that are easy to wash and wear.

If you will be receiving therapy, you will be as active as your health allows.

Please label your clothing with your name if at all possible.

All electronic devices such as razors, hair care tools, radios, etc. must be given to the nursing staff to ensure it meets code prior to using it in the hospital.

The Patient Has the Right to:

- ▶ To the hospital's reasonable response to his or her requests and needs for treatment or service, within the hospital's capacity, its stated mission, and applicable laws and regulation.
- ▶ To considerate and respectful care including:
 - Consideration of the psychosocial, spiritual, and cultural variables that influence the perceptions of illness.
 - Care of the dying patient optimizing the comfort and dignity of the patient through:
 1. Treating primary and secondary symptoms that respond to treatment as desired by the patient or surrogate decision maker.
 2. Effectively managing pain.
 3. Acknowledging the psychosocial and spiritual concerns of the patient and the family regarding dying and the expression of grief by the patient and family.
- ▶ To collaborate with his or her physician, to make decisions involving his or her health care including:
 - The right of the patient to accept medical care or to refuse treatment to the extent permitted by law and to be informed of the medical consequences of such refusal.
 - The right of the patient to formulate advance directives and to appoint a surrogate to make health care decisions on his or her behalf to the extent permitted by law.
 1. The hospital has a mechanism to ascertain the existence of, and, as appropriate, provide information for development of advance directives at the time of the patient's admission.
 2. The provision of care shall not be conditioned on the existence of an advance directive.
 3. An advance directive(s) shall be in the patient's medical record and shall be reviewed periodically with the patient or surrogate decision maker if the patient has executed an advance directive.
- ▶ To the information necessary to enable him or her to make treatment decisions that reflect his or her wishes; a policy on informed decision making shall be developed by the medical staff and governing body and shall be consistent with any legal requirements.
- ▶ To receive, at the time of admission, information about the hospital's patient rights policy(ies) and the mechanism for the initiation, review, and when possible, resolution of patient complaints concerning the quality of care.
- ▶ The right of the patient or the patient's designated representative to participate in the consideration of ethical issues that arise in the care of the patient. The hospital shall have a mechanism for the consideration of ethical issues arising in the care of patients and to provide education to care givers and patients on ethical issues in health issues.
- ▶ To be informed of any human experimentation or other research or educational projects affecting his or her care treatment.
- ▶ Within the limits of law, to personal privacy and confidentiality of information.
- ▶ The right of the patient or the patient's legally designated representative access to the information contained in the patient's medical record, within the limits of the law and within a reasonable time frame.
- ▶ The right of the patient's guardian, next of kin, or legally authorized responsible person to exercise, to the extent permitted by law, the rights delineated on behalf of the patient if the patient:
 - A. Has been adjudicated incompetent in accordance with the law;
 - B. Is found by his or her physician to be medically incapable of understanding the proposed treatment or procedure;
 - C. Is unable to communicate his or her wishes regarding; or
 - D. Is a minor.
- ▶ To participate in the development of his or her plan of care.
- ▶ To have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.
- ▶ To personal privacy, to receive care in a safe setting and to be free from all forms of abuse or harassment.
- ▶ To be free from seclusion and restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
- ▶ To have optimal pain management.



Mail and Flowers

Personal mail and flowers will be delivered to your room. If items arrive after you are discharged, we will be happy to forward them to your home.

What to Leave at Home

Please leave your valuables and money at home. Carrus cannot be responsible for money, valuables or any personal belongings that are left in your room. You will want to double-check your room before you leave.

No Smoking Policy

Carrus Hospitals are a Smoke Free environment. For your comfort and safety, no smoking is allowed on the premises.

Visitors

Family and friends are welcome at Carrus, and all children must be accompanied by an adult. The emotional support family and friends provide may even help with your rehabilitation process. We ask that your visitors be considerate of your therapy and treatment schedule. Visiting hours are from 8 AM until 7PM, but may vary based on your healthcare needs. We want to ensure that you get the full benefit from all of your therapies and that you enjoy adequate rest.

Family members are invited to attend your therapy sessions to learn about your rehabilitation and how they might assist with your care at home. A schedule will be set up with you, your family and the staff.

Snacks and Meals

Snacks and meals will be provided for you while you are in Carrus Hospitals. All meals for rehabilitation patients are served in the dining area where you can socialize with fellow patients and staff. Meals are served in your room if it is medically necessary. Carrus meals are prepared in-house and our registered dietician will assist you with any special dietary needs.

If your family and friends bring you something to eat, please have them check with the nursing staff first for your safety. It is important to ensure that you do not have a dietary restriction or swallowing problems before you eat foods from outside Carrus.

Before You Leave

As you prepare for your discharge, please keep the following information in mind:

- ✓ We know how eager you are to return home, and we have involved you and your family in planning for this day from the beginning of your stay. You should be well prepared. If there is any part of your discharge plan for continuing therapy, medical care or other follow-up that you don't understand, please ask questions.
- ✓ Your physician will prepare and sign your discharge papers. If you leave before your physician signs your discharge, you will have to sign a statement assuming complete responsibility for leaving without medical approval. This may cause insurance payment problems. Therefore, please speak with the Nurse Administrator, or Case Manager, prior to leaving.
- ✓ On the day of discharge, you will be given a follow-up appointment with your doctor.
- ✓ Any equipment items that you need, such as a wheelchair, grab bars, etc., will be ordered ahead of time and ready to go with you. Your home may have been evaluated for safety and accessibility, and you may receive suggested changes that will help ensure your comfort and safety.
- ✓ We invite you, or a member of your family, to complete our patient satisfaction questionnaire. Your feedback is invaluable as we constantly work to improve our programs and services.
- ✓ You will need to complete a Release of Information form so we can share your progress with the health care agencies that are part of your continuum of care. Each agency will have a designated release approval.

After You Leave

After you are discharged from Carrus Hospitals, you will receive a telephone call from a team member to learn how you are feeling and what you are currently experiencing regarding abilities and/or any limitations.

If you have any questions or need assistance with your care when you get home, call us at 903-870-2600. We will be happy to assist you.

You have the right to make a complaint

At Carrus Hospital, we are committed to meeting the needs and expectations of our patients, including ensuring that your rights are honored. This includes your right to make healthcare decisions. If you have any questions regarding your care, please ask to speak with the Department Director or Chief Clinical Officer. They can be reached at 903-870-2600. We will make every attempt to resolve your concerns at the hospital. You have the right to file a complaint with the following state agency:

Texas Department of Health
 Health Facility Licensing and Compliance Division
 110 West Street
 Austin, Texas 78756
 or by phone at 888-973-0022

Keeping you, **our patient**, safe is a top priority. For this reason, please respect the following:

- ✓ Ask the nurse or therapist to help you if you're feeling dizzy or weak.
- ✓ Follow the instructions regarding whether or not you should stay in bed. If you require assistance to get in or out of bed, please request assistance. Please do not attempt to get in or out of bed by yourself and always request assistance until you are advanced to the independent level by the physical therapist. Call Don't Fall!
- ✓ If you are using a wheelchair make sure you are safe with transfers. "Buckle up" if you are told to wear a seat belt.
- ✓ Remember that a fall could be a set back to your progress.
- ✓ Alcoholic beverages or non-prescribed medications are not allowed. Carrus Hospital is also a non-smoking facility.
- ✓ Check with a nurse before eating food from friends or family since you may be on a special diet.



1810 U.S. Highway 82 West
Sherman, TX 75092

Phone: 903-870-2600
Referral Line: 903-870-2699
Referral Fax: 903-870-2741
eFax: 800-360-6103

www.carrushospitals.com