

# Comparing Centers?

Questions to ask and things to consider when **exploring your options.**



LifeWorks Rehab®



# Pre-Registration Questionnaire

Below are a selection of important questions you should ask and things to consider when selecting facilities.

## QUESTIONS FOR STAFF

- 1 How much actual therapy will I be getting each day?** Do you offer therapy seven days a week?
- 2 What will my treatment be like?** Will my course of treatment be custom designed for me? Is it clinically based and designed by doctors?
- 3 What are your accommodations like?** Where will I be staying? Do I have options?
- 4 How can I measure my progress?** Are there guidelines in place so I can know how I'm doing along the way?
- 5 Are your staff employees?** Or independent contractors?
- 6 What are your patient satisfaction ratings?** How do they compare to national and local averages?
- 7 What is your facility's Medicare Star rating?** How does it compare to other facilities in the area?
- 8 What is your facility's readmission rate?**
- 9 What measures will be taken to protect me against the spread of illness?**
- 10 What does my insurance cover?** How long will my insurance cover my stay? What is and isn't covered?

## THINGS TO CONSIDER

### First impressions.

Think about your first impressions when speaking with centers. Are staff friendly and welcoming? Are they eager and open in answering all your questions? Are you comfortable and at ease with their answers?

### Gym equipment and facilities.

Are the recovery gyms modern and clean? Is there plenty of space and are there plenty of therapists to work with patients?

### Convenience.

Is the facility close to home and easy to get to? Is it easy for you to stay connected with family and friends?

### Recommendations.

Talk to people who have actually been to the center and ask them about their experiences. Would they choose the same facility again? Talk to your doctor, too. Get lots of opinions.

### Experience.

How long has the facility been in business? Does the facility have a good reputation within the community?

### Innovation and dedication.

Does the facility have proven programs and techniques you can't get anywhere else? Does its philosophy reflect dedication to its patients and their successful recoveries?

### Education.

Does the facility have resources in place to help its patients stay healthy once they're back home?

# Pre-Registration Glossary

Learn these important terms you'll need to know when exploring your options and planning your recovery.

**PRE-REGISTRATION** - When you decide your recovery environment before you have surgery and have all necessary paperwork and registration documents for your rehabilitation completed ahead of time.

**REHABILITATION CENTER** - Facilities often used for recovery from a specific event like a fracture, stroke, or joint replacement. They may offer long-term or short-term 24-hour skilled nursing care.

**PHYSICAL REHABILITATION** - A branch of healthcare that treats a wide range of patients and conditions, uses specially designed recovery programs, exercises, and equipment to help patients regain or improve their physical abilities after an injury, illness, or surgery.

**OUTPATIENT REHABILITATION** - A program of rehabilitation care that entails treatment at a specialized facility daily (or at specified intervals), with the patient returning to their own home at night.

**INPATIENT REHABILITATION** - A program of rehabilitation care that requires patients to live at a specialized facility 24 hours a day during the course of their recovery.

**ACUTE INPATIENT REHABILITATION** - Inpatient rehabilitation care offering a targeted course of treatment for patients who have experienced severe loss of function after an injury, illness, or surgery.

**OCCUPATIONAL REHABILITATION** - A specialized discipline of rehabilitation therapy that helps patients regain cognitive and functional skills after an injury, illness, or surgery. Occupational therapy is often targeted at helping patients regain the specific skills they need to function at home and in the workplace.

**HOME HEALTH CARE** - Rehabilitation care that takes place directly in the patient's home rather than on an inpatient or outpatient basis at a specialized facility.

**SKILLED NURSING FACILITY (SNF)** - Nursing facilities with staff and equipment on hand to offer skilled nursing care, rehabilitation and related services on a continuous daily basis.

**MEDICARE STAR RATING** - A rating system designed by Medicare to show the difference between low- and high-performing rehabilitation and skilled nursing facilities, with 5-Star being the highest rating (details can be found at [medicare.gov](https://www.medicare.gov)).

**OUTCOMES** - Refers to a patient's quality of life after a course of rehabilitation or treatment as compared to his or her condition before the treatment, and may include such considerations as the quality and scope of the patient's recovery, how good the patient feels, and the extent to which the patient is able to resume his or her normal daily activities.

**READMISSION** - Admission to a hospital or treatment facility after an initial earlier admission, often but not always related to the same injury or condition. For Medicare, the time period in which a readmission can occur is defined as 30 days. One of the primary objectives of any rehabilitation course of treatment should be to reduce the risk of re-injury or readmission.

**FIT SCORE** - A measure of fitness developed by Medical Facilities of America. A FIT Score of 100 indicates complete fitness and ability to carry out daily tasks with full independence.



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Clinically developed to get you home faster, stronger, and healthier than ever



7-days-a-week therapy



Clinically proven therapy programs



Back home fast, strong & healthy



Unique recovery tools



World-class disinfecting

Learn more about LifeWorks Rehab at

[LifeWorksRehab.com](https://www.LifeWorksRehab.com)

