

Medical Rehabilitation Services Client Handbook

TABLE OF CONTENT

Getting started	1
Scheduling	1
Cancellations	2
Cancellations due to illness	2
Regular appointments	2
Attendance agreement	3
Other opportunities	4
Purpose of rehabilitation	4
Program coordination	5
Client Service Management policy	5
Volunteer policy	6
Medical Rehabilitation Services	7
Admissions criteria	7
Financial policy	8
Client bill of rights	9
Health Records	11
Gifts	11
Access to Courage Center programs and services	11
Courage Center Physicians' Clinic	12
Weapons	12
Health Care Directive	12
Portable health profile	13
Questions and concerns	15
Important phone numbers	16

We are guided by the vision that one day,
all people will live, work, learn and play
in a community based on abilities, not disabilities.



Medical Rehabilitation Services

Client Handbook

Welcome to Courage Center! We are pleased to have you here and hope that you will be satisfied with the services you receive. We have many different facets to our organization, so be sure to look through our literature and check our web page at www.CourageCenter.org. These are our therapy locations and their respective phone numbers.

Golden Valley	763-520-0312
St. Croix in Stillwater	651-439-8283
Forest Lake	651-464-5235
Burnsville	952-898-5700

GETTING STARTED

You will need to check in at the reception desk, fill out admission paperwork upon your arrival, pay your co-pay if you have one and wait in the lobby until you are greeted by your therapist.

Lobby: We provide books and a variety of toys for children. Magazines and other literature are also provided for adult reading interests. Please look at the resource board located by the waiting areas. These resources range from Courage Center services to current community activities and potential learning materials. This information is updated regularly, so continue to review the information for anything new that would be of use to you or your family. We enjoy seeing extended family members and hope that they too can enjoy the items in the lobby. We do however need all family members to remain in the lobby area unless they are in a session with their child/family member observing treatment or discussing progress and goals with the therapist. **At no time should a child be in the treatment area unattended for safety and confidentiality purposes.**

Please do not use cell phones in treatment spaces.

SCHEDULING

Once the evaluation is completed, the therapist(s) will summarize what they have assessed and let you know if they are recommending service(s). An order and a written report summarizing the client's functional status and goals are sent to your doctor. If therapy is recommended, we will initiate getting an order from your physician and check on funding for services. Once funding is verified we will call you to arrange treatment times. **This process can take from a few days to a couple weeks depending on your insurance company.** It is helpful to know your plan benefits and for you to follow up with the customer service department of your plan to help speed up the process.

CANCELLATIONS

Always call to cancel an appointment at the number noted above for your site. Please try to reschedule within the same week. It is usually appropriate to make up an appointment with another therapist; they are trained and competent to communicate the status to the covering the covering therapist.

Consistent attendance is important to you or your family member's success! If your attendance falls below 80%, we will assess the situation with you to determine if schedule times are optimal. If you have a highly desired treatment time and are not attending sessions regularly, we will ask that you move to another time to allow others who are able to consistently attend therapy sessions receive services. We can assist you in getting in touch with medical transportation if needed.

CANCELLATIONS DUE TO ILLNESS

Please see the separate sheet regarding this issue. We do not want to spread illnesses. If you or your family member is truly ill, please call to cancel your appointment as soon as possible. If appropriate, reschedule the session(s) for a later day in the same week. We often have options for Saturday appointments if needed.

REGULAR APPOINTMENTS

Be sure to always stop at the front desk to check in. The receptionist will collect your co-pay. Note that we do accept credit cards. If you would like to pay for a past bill or a coinsurance payment, the receptionist will assist you. It is important that we are always updated on changes in address, phone number and insurance. Once you have been scheduled for regular appointments, please be sure to arrive on time.

If you plan on leaving the facility while your family member or child is in a session, you must leave a cell phone number with the receptionist in the event of an emergency. You need to return at least 10 minutes prior to the end of the session so you can discuss the treatment session with the therapist. Remember that the more involved you are in the session(s) at Courage Center, the more likely your child or family member will be able to transition the newly learned skill to home, school, and community environments. If you remain within our facility for the session(s), you are invited to participate in the session(s) based upon mutual agreement with the therapist(s). We request that you always attend the last 10 minutes of each session so you can discuss the progress and goal attainment with the therapist(s). **Due to confidentiality, we do not want to have these conversations in the lobby area.**

ATTENDANCE AGREEMENT

Our goal is to provide you with excellent service and care to ensure that your maximum potential is achieved. Your active participation is essential to the success of therapy.

We will do our best to:

- Begin all sessions on time.
- Provide makeup sessions whenever scheduling allows.
- Provide at least one-hour notice of cancellations or provide a different therapist for that session.
- Plan time during therapy sessions to answer questions and discuss progress.

We ask you to:

- Arrive on time for all sessions (if you are late, we will not extend your session).
- Provide at least 24 hours' notice for all cancellations.
- Be available during therapy sessions to discuss questions and progress with your clinician.
- Follow recommended home activities and exercise programs.
- Not show up for a session under the influence of alcohol and/or illegal drugs.

Our attendance policies are as follows:

- Chronic tardiness may be cause for discontinuation of services (i.e., more than three occurrences of arriving 10 or more minutes late).
- More than two cancellations in one month may result in an interruption and/or discontinuation of services.
- Three cancellations without notice may result in an interruption and/or discontinuation of services.

Hospitalization

If you are hospitalized during your rehabilitation at Courage Center, we may require new medical information and your doctor's authorization before we can restart your therapy. Please call your therapist/program manager if you are hospitalized.

OTHER OPPORTUNITIES

Please be sure to ask your therapist if you are interested in more information on other opportunities that Courage may have for you.

- Physician services
- Volunteer opportunities
- Driver assessments
- Aquatics and fitness programs
- Enrichment classes (handwriting, social skill, feeding skills, etc.)
- Sports and Recreation opportunities
- Camping sessions
- Neuropsychological testing
- Speaker sessions
- Therapeutic Listening Lending Program
- AT For Me Loan Program (books with switches)
- Computer and augmentative evaluations
- Courage Store (small useful items to carry out skills at home)

PURPOSE OF REHABILITATION

Medical advances have improved the health of people with chronic health conditions and/or disabilities, but it is rehabilitation that goes a step further to improve a person's quality of life.

Medical rehabilitation services are directed toward increasing a person's functional independence at home, work, school, and/or in the community.

Common client goals include:

- Increasing strength and mobility
- Improving one's ability to accomplish activities of daily living
- Pain management
- Improving communication skills
- Helping adjust to life with a chronic health condition or disability
- Teaching interpersonal skills necessary for daily living

You and your family members or caregivers are important to the rehabilitation process. Your input and participation are encouraged at all times. At Courage Center you and your family/caregiver will be provided with education and support.

PROGRAM COORDINATION

A program manager is assigned to help coordinate your rehabilitation. He/she can help answer questions and serve as your primary contact person while you're involved with Courage Center's Medical Rehabilitation Services. Your program manager may be your therapist or a social worker. If you don't know who your program manager is, *please ask your therapist.*

Courage Center's Neurological and Pediatric Navigators act as *case managers* to outpatient clients who have neurological involvement or are children and who use several services. Both Navigators are located at our Golden Valley facility. Services include initial making the contact, scheduling evaluation and ongoing coordination of care with the client, physician and care team. This unique service gives Courage Center clients a *go-to* person to assist them and the team with complex needs, ensuring quality outcomes and client satisfaction.

At Courage Center, our goal is to provide consistent services for you. However, client needs and staff scheduling sometimes result in a change in therapists. When this happens you can be assured that all therapists are qualified and completely competent to provide services to you. We make every effort to assure a smooth transition if a therapist change is required.

CLIENT SERVICE MANAGEMENT POLICY

Philosophy

Consistent with the mission and values of Courage Center, all clients, visitors, volunteers and employees are treated with respect and dignity. Those coming to Courage Center for services who have a disabling condition may be involved with Courage Center as long as they are physically and mentally able to participate in a safe and responsible manner, make progress, and are not a threat to themselves or to others. Courage Center will protect the confidentiality of client health information *to the full extent of the law.*

Confidentiality

Courage Center encourages clients to disclose their disabling condition so that we can work with them to provide appropriate treatment, education and accommodations. Courage Center respects the wishes of clients for confidentiality regarding health conditions. Courage Center is committed to protecting the confidentiality of personal health information by complying with all applicable Federal and State laws. Courage Center employees will have access to client medical information on a need-to-know basis. All client health information will be kept confidential and disclosed outside Courage Center only upon your written authorization, or as otherwise permitted or required by law. Please refer to the Courage Center Notice of Privacy Practices for more information about how Courage Center handles personal health information and about the rights of persons receiving services.

Education

Courage Center provides clients, visitors, volunteers and employees with current and accurate public health information to encourage appropriate responses to the needs and situations of people with chronic health conditions and disabilities. You are encouraged to request health information resources from your therapist or other staff member.

Safety

Courage Center takes reasonable precautions to protect clients, visitors, volunteers and employees from anyone known to have a contagious disease and who does not adhere to protective guidelines. Inclusion of such individuals in Courage Center services and activities will be made on a case-by-case basis in consultation with the medical director. Courage Center employees are directed to follow standard precautions at all times for preventing the spread of infection. Any person who is known to carry a disease which can be transmitted casually, and in the opinion of the medical director, clearly poses a serious threat to the health or safety of our clients, visitors, volunteers or employees will be excluded from participation in Courage Center services. Therefore, no special consideration would be given beyond the normal transfer request of a client, volunteer or employee who expresses concern over sharing the same therapy or work environment.

Smoking Policy

Courage Center is a tobacco free organization. Smoking within the building, or on the grounds is prohibited. There are designated smoking areas located just off the property. Only one designated smoking area is on the property for the sole use of our inpatient clients at Golden Valley.

VOLUNTEER POLICY

A Courage Center volunteer is someone who willingly performs services without compensation. To become a Courage Center volunteer, a person must be registered with the Volunteer Services department or must be a member of a group registered with Volunteer Services, or a person with a specific role assigned by Courage Center and must be in compliance with required trainings. An individual who spontaneously assists with an activity, having not been formally registered with Volunteer Services, is specifically excluded from being considered a Courage Center volunteer.

Disclaimer regarding general endorsement of a volunteer.

Although all Courage Center volunteers go through a screening and interview process, our acceptance of them as volunteers is not a blanket endorsement of their character or a guarantee of their behavior in circumstances outside their official volunteer role. If you are considering hiring someone who volunteers at Courage Center to provide personal services to you outside Courage, such as childcare, personal care assistance or household chores, they should be screened as you would anyone who was not a Courage Center volunteer.

Procedure for handling concerns about inappropriate behavior between a volunteer and a client.

If you have a concern about the way a volunteer is carrying out his or her duties, please inform the Courage Center staff person who supervises that volunteer. If the problem or concern cannot be resolved, please contact the senior director of Volunteer Services at 763-520-0214.

MEDICAL REHABILITATION SERVICES

All of Courage Center's Medical Rehabilitation Services are provided on an outpatient basis. We try to maintain a relaxed, informal atmosphere. Your therapy program is determined by your individual needs and potential. Each person is unique and your goals are established with your input. At Courage Center, important members of "our team" are you and your family, along with your physician, therapists and program manager. The team works together for a common goal; your increased independence, whether your program involves several services or just one. See our general services brochure or visit our web site www.CourageCenter.org for more information about our services.

ADMISSIONS CRITERIA

To be eligible for Medical Rehabilitation Services, a client must meet the following general admissions criteria:

- 1) Have an identified physician and physician order for medical services.
- 2) Have a medical diagnosis, treatment diagnosis/statement of problem, physical disorder or cognitive sensory impairment, or be a family member or concerned person of a person who has one of the above conditions.
- 3) Have an appropriate funding source, or be eligible and apply for cost share.
- 4) Be non-abusive to self and others.
- 5) Meet specific admissions criteria of the programs from which they will receive services.
- 6) Conform to the Department of Health Guidelines for Communicable Diseases.
- 7) Be sufficiently medically stable to tolerate a rehabilitation program.
- 8) Be able to benefit from treatment/service.
- 9) Not be receiving the same service from another provider/agency.
- 10) Possess the ability or possess his/her own necessary assistance for personal cares.

FINANCIAL POLICY – COURAGE CENTER OUTPATIENT SERVICES

Thank you for choosing Courage Center as your rehabilitation care provider. We are committed to providing you with quality and affordable health care. To assist with questions regarding patient and insurance responsibility for services rendered, we have developed this financial policy. Please read it and ask us any questions you may have. *Courage Center customer service can be reached at 763-520-0290.*

While you may have insurance coverage to pay your medical bills, you are ultimately responsible for all charges for services received.

- 1) **Insurance.** Courage Center participates with several insurance plans, however out of pocket costs may vary depending on your carrier requirements. Requirements might include but are not limited to a referral from your primary care physician, coverage exclusions, visit and/or dollar limits, and/or prior authorization. Knowing your insurance benefits is your responsibility. Please contact your insurance company with any questions (see backside for suggested questions) you may have regarding your coverage. (See back of your insurance card for your Insurance Customer Service telephone number)
- 2) **Co-payments.** All co-payments must be paid at the time of service. This arrangement is part of your contract with your insurance company. Failure on our part to collect co-payments from patients can be considered fraud. Please help us in upholding the law by paying your co-payment at each visit.
- 3) **Non-covered services.** Please be aware that some – and perhaps all – of the services you receive may be non-covered or not considered reasonable or necessary by your insurance. If denied as such by your insurance, you are responsible to pay for these services upon receipt of our statement to you, and continued services must be paid at the time of visit. Courage Center does offer cash discount for payment at time of service, please request to review that policy if you so choose.
- 4) **Claims submission.** We will submit your claims and assist you in any way we reasonably can to help get your claims paid. Your insurance company may need you to supply certain information directly. It is your responsibility to comply with their request. Please be aware that the balance of your claim is your responsibility whether or not your insurance company pays your claim. Your insurance benefit is a contract between you and your insurance company; we are not party to that contract.
- 5) **Proof of insurance.** If you fail to provide us with the correct insurance information in a timely manner, you may be responsible for the balance of a claim. Please call Courage Center customer service to provide any corrected insurance information.

- 6) **Coverage changes.** If your insurance changes, please notify Courage Center customer service before your next visit so we can make the appropriate changes to help you receive your maximum benefits. If your insurance company does not pay your claim within a reasonable period of time, the balance may be billed directly to you.
- 7) **Nonpayment.** Payment is due upon receipt of statement. Patient responsible balances not paid in 40 days are past due. Patient responsible balances include but are not limited to co-payments, co-insurance, deductibles, non-covered services and medical assistance spend-downs. Please be aware that if a balance remains unpaid, services may be placed on hold, your account referred to a collection agency, and we may not be able to provide future services. Complete Account Follow-up and Collections Policy is available upon request.
- 8) **Financial Assistance** may be an option for non-Medicaid recipients. Fees and balances due may be reduced based on financial eligibility. Please inquire about our cost share program if you are experiencing financial hardship.

Our practice is committed to providing the best treatment to our patients. Our prices are representative of the usual and customary charges for our area. Thank you for understanding our financial policy. Please let us know if you have any questions or concerns.

CLIENT BILL OF RIGHTS

The goal of Medical Rehabilitation Services is to provide clients with quality rehabilitation services that are both personal and individualized to meet a person's needs. Each client has a right to:

- 1) Non-discrimination on the basis of race, creed, color, religion, affectional preference, national origin, ancestry, sex, age or physical disability, as stated in federal, state and local laws.
- 2) Considerate, respectful and safe care -- consideration of a client's privacy and individuality is of utmost importance.
- 3) Confidentiality -- the reasons for a client's visits and results of their treatment program are private information and cannot be released without their permission.
- 4) Participate in the planning of their rehabilitation program and to obtain information about their treatment program and any procedures. Clients are encouraged to ask questions about any treatment that they do not understand, that confuses them or that causes them discomfort.
- 5) Accept or refuse any treatment.

- 6) Voice a grievance or appeal a decision relating to their admission, discharge or delivery of service through Medical Rehabilitation Services.
- 7) Request emergency services.
- 8) Have access to current fees for services provided by the Medical Rehabilitation Services Department.

Clients will be made aware of their rights and receive a copy of them during the admissions process.

Whenever a client (parent, legal guardian, spouse) wishes to express a complaint, grievance or appeal a decision relating to their Medical Rehabilitation service(s), the following procedures have been established for receiving and responding to grievances and request for an appeal:

Grievance and Appeal Process:

- 1) If a client/caregiver has a grievance, they should discuss their concern with a member of the treatment team with whom the difference exists (i.e. physical therapist if the problem relates to physical therapy). If the problem relates to admission or discharge criteria or some aspect of the overall program, they should discuss it with their Program Manager.
- 2) If they wish to appeal a decision or their concern is not satisfactorily resolved through Step 1, they should contact the supervisor of that service. The supervisor will respond to the request within 3 business days.
- 3) If the concern remains after Step 2, they will be advised to request a meeting with a Medical Rehabilitation Services director (pediatric or adult director, as appropriate). The Medical Director will participate in this meeting when the concern relates to a medical aspect of the program. This meeting will be scheduled within seven calendar days.
- 4) If you feel that the concern is unresolved following full exploration through Steps 1, 2, and 3, you will be asked to summarize the grievance or appeal in writing for review by Courage Center's Executive Office. At this time, a full report in writing will also be prepared by the involved program staff. Decisions by this committee will be expressed to the client in writing within 14 calendar days.

A client will not be penalized in any way for filing a complaint through the grievance/appeal procedure.

HEALTH RECORDS

Courage Center is committed to protecting the confidentiality of your personal health information by complying with all applicable federal and states laws. Courage Center may use and disclose your personal health information to provide medical care and other client services, to obtain payments for services, to conduct necessary health care and business operations and for certain other purposes, as described in Courage Center's Notice of Privacy Practices.

You have the right to review your health records. Please contact us 48 hours in advance to make arrangements. We may ask that you review your records with your physician or other knowledgeable staff so they can answer your questions or clarify information. If you disagree with the accuracy of any information in your records, you have the right to ask Courage Center to consider an amendment to the records. You may also request a copy of your records. We may charge a small fee for making copies. Contact the Health Information Department for information on how to request access, copies or amendments to your records. These and other rights you have regarding your health records are explained in Courage Center's Notice of Privacy Practices. Copies are available at the reception desk or by calling 763-520-0400 (Golden Valley/Burnsville) or 651-439-8283 (Stillwater/Forest Lake).

GIFTS

Courage Center employees, contractors and volunteer may not ask for or accept money for personal benefit or personal gratuities (tips) from clients of their families.

Gifts, cash, money or gratuities for an individual may not be accepted. If you wish to present a gift to Courage Center, please contact Courage Center Development Department at 763-520-0539.

ACCESS TO COURAGE CENTER PROGRAMS AND SERVICES

To get information about other services and programs available at all Courage Center locations please call our General Information and Resource Coordinator at 763-520-0312 or visit www.CourageCenter.org.

COURAGE CENTER PHYSICIANS' CLINIC

Our team of experienced physical medicine and rehabilitation physicians are specialists who treat people with spinal cord injuries, acquired brain injuries, stroke, congenital disabilities, spasticity and other health concerns that are barriers to health and independence. Services include: evaluations and management of rehabilitation issues; Electromyography (EMG); neurological and musculoskeletal rehabilitation and comprehensive spasticity evaluation including therapy, oral medication, splinting, medication injections and intrathecal Baclofen pump management refills. Rehabilitation physicians are available at all four locations.

The clinic also provides primary care services and psychiatry services at the Golden Valley location. The clinic specializes in treatment for adults with chronic conditions and disabilities and is based on the medical home model. Our physicians take a holistic approach to working with patients, many of whom have complex medical rehabilitation needs. Psychiatry clinic services provide patient evaluation and medication management. Mental health is a vital component of improving overall health. For more information, please call 763-520-0453.

WEAPONS

Courage Center bans guns on the premises at all locations.

HEALTH CARE DIRECTIVE

Minnesota law allows you to inform others of your health care wishes. A health care directive is a written document that informs others of your wishes about your health care. It allows you to name a person to help make decisions regarding your healthcare when you are unable to do so yourself.

If you want more information about health care directives, please contact your attorney, your health care provider, or the Minnesota Board on Aging Senior Linkage Line® at 1-800-333-2433.

A suggested health care directive form is available at: <http://www.mnaging.org>

PORTABLE HEALTH PROFILE

A portable health profile gives people the ability to collect—electronically or on paper—all their important health history in one place, so that a complete and accurate health history and medication list is available to them when they need it. Many people create a portable health profile for their children and aging parents as well.

Portable health profiles can be in a variety of formats, such as index cards, 8½ X 11” pieces of paper, folders, notebooks, flash drives, CD, bracelet with information. Although we do not endorse or expect the use of specific products, below is a list of websites that offer a variety of portable profile tools currently available:

- medictag.com
- medicalert.org
- IcePHR.com
- iHealthRecord.org
- OnFile.com
- medickey.com
- myphr.com/resources
- nomoreclipboard.com
- collegeparents.org/cpa/deals-other-portablehealth
- medicalhomeinfo.org/tools/care_notebook.html
- portablehealthprofile.com

Below is one example of a portable health profile form. You're welcome to remove this form to keep in your wallet.

QUESTIONS AND CONCERNS

At Courage Center, we strive to provide quality services. If you need assistance, have questions, or a complaint, please contact us at:

Courage Center

3915 Golden Valley Road
Golden Valley, MN 55422
763-588-0811

COMPLIANCE HOTLINE 1-866-734-3273

Sr. Director Medical Rehabilitation Services

763-520-0424

Director of Adult Services

763-520-0283

Director of Pediatric Services

763-520-0283

If you have a complaint about the agency or person providing services, you may call, write, or visit the office of Health Facility Complaints, Minnesota Department of Health. You may also contact the Ombudsman for Older Minnesotans without fear of retaliation.

OFFICE OF HEALTH FACILITY COMPLAINTS

Minnesota Department of Health
P.O. Box 64970
St. Paul, MN 55164-0970
651-215-8712

Consumers may call:

Monday – Friday, 8:00 am – 4:30 pm

651-643-2520 OR

MINNESOTA TOLL FREE HOME CARE HOTLINE: 1-800-369-7994

HOME CARE OMBUDSMAN

Office of Ombudsman for Older Minnesotans
Metro Square Building
121 East Seventh Place, St. 410
St. Paul, MN 55101

Consumers may call:

651-296-0382 OR

TOLL FREE 1-800-657-1591

Important Phone Numbers

Courage Center – Golden Valley

Main Number	763-588-0811
Client Services – Intake, Registration, Scheduling	763-520-0312
Client Account Services	763-520-0290
Recreational Aquatics Scheduling	763-520-0385
Wellness and Fitness Scheduling	763-520-0526
Volunteer Services	763-520-0214
Health Information Department (Medical Records)	763-520-0451
Courage Center Physicians' Clinic	763-520-0453
Fax number	763-520-0355

Courage Center – Burnsville

Main Number	952-898-5700
Client Account Services	763-520-0290
Intake	763-520-0312
Scheduling	952-953-5370
Courage Center Physicians' Clinic	763-520-0453
Fax number	952-898-5757

Courage Center – St. Croix (Stillwater)

Main Number	651-439-8283
Intake	651-351-2303
Adult Scheduling	651-351-2305
Pediatric Scheduling	651-351-2343
Client Account Services	763-520-0290
Aquatics & Fitness Scheduling	651-351-2306
Volunteer Services	651-351-2337
Health Information Department (Medical Records)	651-351-2314
Courage Center Physicians' Clinic	763-520-0453
Fax number	651-439-0576

Courage Center – Forest Lake

Main Number	651-464-5235
Client Account Services	763-520-0290
Intake and Scheduling	651-464-5235
Volunteer Services	651-351-2337
Courage Center Physicians' Clinic	763-520-0453
Fax number	651-464-3547

Confidential Consumer Hotline for all sites 866-734-3273