



COTTAGE REHABILITATION HOSPITAL

information guide

for patients and visitors

Cottage Rehabilitation Hospital (CRH) provides compassionate, patient-centered medical rehabilitation to empower people with disabilities.

As a program of Santa Barbara Cottage Hospital and part of Cottage Health, we are pleased to offer you services with care providers who are here to help you and your family reach your goals. This *Patient & Visitor Information* brochure outlines the procedures and regulations for patient care at CRH. You and your caregivers are the center of the CRH team. We will work closely with you during the rehabilitation process. If there is anything we can do to improve your understanding of your condition and care or to maximize benefits of the program, please do not hesitate to let us know.

With warm regards,



Arie Dejong
Vice President
Cottage Rehabilitation Hospital and
Cottage Health Therapy Services
Goleta Valley Cottage Hospital

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admission as an inpatient to CRH

You are admitted to the CRH inpatient program based on an assessment of your therapy needs and ability to benefit from acute medical rehabilitation. Referral is made by physicians, medical facilities, community and government agencies, insurance companies and/or case managers. For information, please call CRH Admissions at 805-569-8957.

Government regulations require that you or your legal representative sign consent to treat upon your arrival. All insurance ID cards should be presented at this time, including Medicare and Medi-Cal. If you have an Advance Directive for Health Care or Durable Power of Attorney, please bring a copy with you.

health and safety guidelines

MOBILITY

Unless cleared by your CRH therapists and physicians, you **must** have team member assistance to get in and out of bed or walk. When you see your physician, ask for more information about these precautions for your safety.

FOOD

For the safety of our patients, many of whom have food restrictions or swallowing difficulties, we ask that all visitors and caregivers follow these important guidelines:

- Visitors may not offer patients anything to eat or drink without first checking with a member of the nursing team.
- Do not bring food to CRH without permission from the patient's nurse or physician. If you do bring food from home or another outside source, please follow these safety precautions:
 - Store and handle perishable foods safely.
 - Bring food in a covered container.
 - Perishable food must be stored in the refrigerator in the Day Room if not eaten within 30 minutes. It must be in a sealed container, labeled with patient's name, date and time. All perishable food stored in the Day Room refrigerator is thrown away after 72 hours.
 - Non-perishable snacks, such as pretzels, nuts or candy, may be stored at the patient's bedside, with nurse or physician approval, in a sealed, labeled container.
 - Do not offer food to any patient other than the person you are visiting.

The following items may be helpful during your stay:

- 4 pants, slacks or sweatpants (sweats are easier to pull on)
- 4 shirts/blouses/ T-shirts (at least 1 with short sleeves)
- 1 sweatshirt or sweater
- 6 pairs of underwear and 6 pairs of socks
- 1 pair of tennis shoes or flat, rubber-soled shoes (Velcro closure is best); no sandals
- 1 robe and 1 jacket
- 1 pair of pajamas or nightwear and bedroom slippers
- 1 bathing suit

INFECTION CONTROL

For your safety, we ask that all visitors follow these important precautions:

- Do not come to CRH if you have a fever, cold, flu, diarrhea or other potentially infectious illness.
- Do not bring children to CRH who have been exposed to chicken pox, measles, rubella or other contagious diseases.
- Hand Hygiene: The single most important practice to reduce the spread of infection. Proper handwashing is vital to protecting our patients. It takes at least 15-20 seconds of cleaning hands (with hand sanitizer or soap and water) to effectively kill bacteria and viruses.
 - Patients: Wash your hands before and after each meal, and after using the bathroom. Ask a member of the CRH care team for assistance as needed.
 - Visitors: Wash your hands before and after visiting.
- CRH team members wash their hands or use hand sanitizer before and after providing care. In addition, they use gowns, gloves and masks when isolation protocols require.

CLOTHING, HYGIENE AND LAUNDRY

Patients at CRH wear loose, comfortable street clothes to more easily engage in therapies. You or your caregiver(s) are responsible for providing your clothing. At least four changes of clothing are recommended. Please label your clothing.

Caregivers are asked to take care of your personal laundry. If this is a problem, speak to your case manager or unit coordinator at the Communication Center closest to your room. You are welcome to use your own personal hygiene and toiletry items.

ACCOMMODATIONS

Caregivers from out of town may wish to stay nearby. Special rates are available in some accommodations for caregivers of Cottage Health patients. This information is available from your case manager and the CRH concierge.

PARKING

Self-parking spaces are located behind the hospital — by accessing the lanes either from Quinto Street or Bath Street. Once parked, follow the walkway to the Lobby Entrance. Street parking is available with the exception of street cleaning restrictions on Wednesday and Thursday afternoons. Please note street signs with street cleaning days and hours, depending on the side of the street.

SMOKING, ALCOHOL AND DRUGS

CRH's building and grounds are a smoke-free environment. Unauthorized use of non-prescribed drugs or alcohol is prohibited and may result in a patient's immediate discharge or suspension of visiting privileges.

LEISURE TIME

Recreation and leisure programs occur on some evenings and weekends. Patients are welcome to include caregivers and friends in these activities. An Activity Calendar is posted on the patient bulletin board in the Side 2 hallway.

There is an interactive television at each patient bed as well as a large-screen TV in the Day Room. You may bring your own battery operated radio, CDs and player. CRH does not assume liability for the loss of or damage to these items. Books, magazines and a daily newspaper are available in the Day Room. Games, cards and puzzles may be checked out. CRH offers free wireless Internet access.

PATIENT AND CAREGIVER RESOURCE ROOM

The Resource Room is open 24/7 to provide patients and caregivers information on the health issues about their condition and care. Resources include computer access to national and professional associations, DVDs, books and periodicals.

In addition, you have access to all of Cottage Health's online resources from your beside television or the internet from which you may research relevant rehabilitation and other health-related topics.

The SAGE Medical Library at Santa Barbara Cottage Hospital is available to serve you at 805-569-7240. For more information, contact your case manager.

VALUABLES

CRH does not assume liability for loss or damage of personal items. Please leave cash and valuables at home and bring only necessary items with you.

SNACKS AND VISITOR MEALS

Vending machines located on CRH's Lower Level offer refrigerated food, snacks, beverages and candy. Restaurants are nearby, including Santa Barbara Cottage Hospital's cafeteria, two blocks away. A list of area restaurants is available from the CRH concierge.

ELECTRICAL EQUIPMENT

Portable electrical (nonmedical) equipment, other than that provided by CRH, is not permitted, with the exception of an electric razor. The electric razor must be inspected by CRH facilities personnel prior to use. Your admitting nurse will take care of this for you.

Battery operated equipment is permitted for use.

Fire and safety regulations are in place to protect you, visitors and CRH team members.

BATHROOMS

Only place toilet paper in toilets. Wipes are not flushable.

CRH patients are encouraged to eat meals in the Day Room.

MAIL AND DELIVERIES

US letter mail and flowers are delivered to your room.

Please advise friends and family of the correct spelling of your name to assist with timely delivery.

Mail should be addressed to:

Cottage Rehabilitation Hospital
2415 De la Vina Street,
Santa Barbara, CA 93105

Packages may be addressed to:

Santa Barbara Cottage Hospital
P.O. Box 689
Santa Barbara, CA
93102-0689

SPIRITUAL CARE

Cottage Rehabilitation Hospital is committed to meeting your spiritual needs during your CRH stay. Please advise your care team of your specific spiritual requests. Members of the clergy may visit you during non-treatment hours and are available to call.

TELEPHONES

Telephones are located at each bedside and may be used to make local calls and receive incoming calls. There is a pay phone located in the CRH Lobby. We ask you to limit telephone calls, both incoming and outgoing, between the hours of 7 a.m. and 4 p.m., to avoid interference with your treatment schedule.

If you need to make long distance calls, dial "9" then "0." The phone company operator will process your call. Cell phones may not be used during therapy or in the Therapy Gym. This is a firm rule as phone conversations are disruptive to your therapy and to others in the gym.

SAFETY AND SECURITY

For entry into CRH, please use the front lobby on De la Vina Street. Visitors (family/caregivers/friends) to CRH must check-in with the concierge in the lobby, and will receive a visitor pass, which must be worn at all times while at CRH. Please use the front lobby on De la Vina Street for entrance and exit from CRH. During an emergency, please use any clearly marked exit door.

SCHOOLWORK

For patients who are students in elementary, middle and high school, a tutor is available through the local school system as determined appropriate by the treatment team and depending upon your length of stay. School and study time are scheduled to work with your therapy schedule. Ask your case manager for assistance in meeting this need.

visiting guidelines

Visiting hours are from 7:30 a.m. to 8 p.m. Monday through Friday, and 8 a.m. to 8 p.m. on weekends.

The team at CRH encourages families and friends to visit their loved ones and to attend and participate in therapy sessions. While visiting is welcome, attendance at scheduled therapy or treatment activities requires prior approval from the patient's nurse, therapist or physician. We respectfully request that patients, family/caregivers, and visitors not use cell phones during patient care, in the Therapy Gym or offices.

Visitors under the age of 14 must be supervised at all times by a responsible adult. The responsible adult may not be the patient or a CRH team member.

To assist in patient safety, we request your assistance with the following:

1. Do not come to CRH to visit if you have potentially infectious illness.
2. Do not bring children to the facility who have been exposed to contagious diseases.
3. Be aware of posted isolation signs and check with a member of the nursing team for proper infection control procedures before visiting.
4. Please do not offer patients anything to eat or drink without first checking with a member of the nursing team. The patient may have swallowing difficulties or food restrictions.

WELCOME

We care for you

Every Age

Every Race

Every Ethnicity

Every Religion

Every Sexual Orientation

Every Gender

Every Ability

Everyone.

Partnering with you for personalized care.



pet visitation

Dogs and cats are often a great source of comfort and therapy for their owners. No other pets are allowed in CRH without special permission from the Vice President. The following requirements provide for safe and enjoyable pet visitation:

Every dog or cat must wear an identification tag:

Orange = Pet

Green = Service animal

CH Therapy Dog Vest = Therapy dog

- A written physician's order authorizing a pet visit must be in the patient's current medical record.
- A record of current rabies vaccination or current tags must be provided.
- A Pet Pass must be completed and carried with the handler at all times. The Pet Pass is available from the CRH concierge. Evidence of current vaccinations is required to receive a Pet Pass.
- No pets are allowed if patient is in isolation.
- Only one dog or one cat per visit.
- All dogs and cats must enter through the CRH Lobby.
- Pets must be clean, well-groomed and free of fleas, ticks, or open sores and bathed within 24 hours before the visit. (No flea collars per Infection Control.)
- Pets must use the bathroom prior to visit. Handlers must carry plastic bags for waste pickup and disposal. In the event of an "accident" anywhere in the hospital, please notify a clinical team member so that proper cleanup can be provided.
- Pets are only allowed in a patient's private room or on one of the CRH patios.
- Pets must be supervised by an adult other than the patient.
- A towel or blanket must be put down before a pet sits on a hospital bed.
- The pet is not to lick or be in contact with a patient's open wound.
- Dogs must be able to respond to standard basic verbal commands of the handler.
- Dogs must be on leash at all times. Cats must be in a carrier.
- Both handler and pet must abide by CRH guidelines.
- CRH reserves the right to revoke privileges of a Pet Pass at any time.

tips for safe and effective CRH services

You have the benefit of an experienced and knowledgeable professional team of nurses, therapists and physicians planning and providing your care at CRH. In addition to the Patients Rights and Responsibilities, we encourage you to:

- Know who is in charge of your care.
- Identify your nurses, therapists and physicians by name tag.
A photo board is posted across from case management offices.
- Identify your medications. If your daily medications look different, ask your nurses, therapists and physicians about the difference.
- Speak up. Let us hear your questions or concerns. We want to meet your needs in every way possible. (See page 16 for more information).

programs and services

INPATIENT TRANSDISCIPLINARY REHABILITATION

On the day of admission, you are assessed by a physician who specializes in physical medicine and rehabilitation, known as a physiatrist. Depending on your medical needs, you might also be assessed by an internal medicine specialist. Your rehabilitation nurse and therapists perform an initial assessment to establish a plan of care. Within the first two days, your case manager meets with you to complete an intake assessment and review the *Education Binder* which you received from the CRH Admissions Coordinator. Therapies are scheduled to meet your needs and facilitate your progress. Your treatment team meets regularly to discuss your plan of care. As part of the team, you are encouraged to discuss your goals with the team members. You will receive reports from your case manager regarding your progress.

Each team member has an important role to play in helping you reach your goals. Your rehabilitation program includes a minimum of three hours a day of Occupational Therapy, Physical Therapy, and/or Speech-Language Therapy, at least five days a week. Treatment on Saturdays may or may not be provided based on your rehabilitation needs and physician orders. There is no formal therapy scheduled on Sundays, however, you are encouraged to complete recommended exercises, activities, and review educational materials provided by your team.

Your bedside Care Board has current information from your rehabilitation team. This is important information including your estimated discharge date, your rehabilitation plan and appointments. The names of the nurse, patient care tech for each shift, physician, case manager and other care team members are written on the bedside Care Board.

your care team

VOLUNTEER SERVICES

Our volunteers provide a variety of services that support our patients and their families.

Volunteers serve in various areas including the ambassador program, patient care units and pet assisted therapy. To request a pet visit, delivery of reading materials or other services, call Volunteer Services at 805-569-7357.

CASE MANAGEMENT

Your case manager serves as the spokesperson for the rehabilitation team, although all members are available for communication updates. The case manager assists you and your family through the rehabilitation process related to your diagnosis and changes you may be experiencing. Case managers help with discharge planning and arrange for appropriate follow-up services upon discharge. Your case manager will also schedule appropriate family training. Please do not hesitate to ask your case manager questions.

NUTRITIONAL SERVICES

CRH nutrition team members work to provide you with meals that are nutritionally balanced and appetizing. The registered dietitian works with your physician, nursing team and speech-language pathologist to create a nutrition care plan customized to meet your specific needs. This may include a meal plan for diabetes, weight management or for patients with swallowing difficulty. The registered dietitian routinely monitors your nutritional status and progress while collaborating with other team members to adjust your care plan as needed. Nutrition education is provided for patients and caregivers as needed or requested.

OCCUPATIONAL THERAPY

Your occupational therapist evaluates and plans your individual program to help you reach your highest possible level of independence in activities of daily living such as eating, dressing, grooming, bathing, toileting, kitchen tasks, home living skills and driving. Occupational therapists work with you on motor coordination and strength to help with such tasks as buttoning, tying shoes and writing. They may assist you with cognitive/perceptual retraining which includes attention, memory, problem solving, organization and visual perception activities. Your occupational therapist also helps you select adaptive equipment and devices you may need to make activities easier.

PHYSICAL THERAPY

A detailed evaluation of your functional abilities is performed by your physical therapist who works with you in the areas of bed and wheelchair mobility, and walking, when appropriate. Goals and a treatment program are developed on the basis of the evaluation. Your program may include mobility training, ambulation training, exercise, and use of techniques and treatment for range of motion and pain control.

PHYSICIAN SERVICES

Your admitting physician, who is trained and experienced in the field of physical medicine and rehabilitation, directs your care. In addition, an internal medicine physician may assess your medical needs. When appropriate, consultations in other medical specialties are obtained. Your primary care physician will be kept informed about your progress at CRH and will continue your care after discharge.

PSYCHOLOGY/NEUROPSYCHOLOGY

Psychologists help individuals face challenges that illness and injury pose for patients and families. Along with your other team members, psychologists may be involved in your care to help you and your family cope with illness to promote a successful rehabilitation outcome. The psychologist may use testing to help you and other therapy team members better understand some of the changes in thinking and coping skills that may have occurred because of illness or injury. They may also help you in thinking through various lifestyle changes as a result of disability.

THERAPEUTIC RECREATION

Leisure and recreation help define who we are and give life fullness. Your recreation therapist will focus on leisure-time activities, community reintegration, aquatic therapy and community resource identification to help you return to the community with as independent and healthy lifestyle as possible. Individual goals will be created to improve, maintain or restore physical strength, cognition and quality of life.

REHABILITATION NURSING

Your rehabilitation nurses encourage you to do as much as you can for yourself from the very beginning of your stay. They provide 24-hour acute nursing care, closely monitor your medical and functional status, and teach you how to prevent or manage other needs associated with your condition. Many CRH nurses are Certified Rehabilitation Registered Nurses (CRRN). They are trained to reinforce and encourage use of the skills learned in your therapy sessions, and share medical information about your progress with other team members.

SPEECH-LANGUAGE PATHOLOGY

If you experience communication or swallowing difficulties as a result of your illness or injury, a speech-language pathologist will work with you. Their aim is to improve speech, comprehension, thinking, memory, and reading and writing skills with special emphasis on social communication. Swallowing difficulties are carefully assessed and treated.

BILLING

Insurance eligibility or authorization requests are made before your CRH admission. Contact your plan's Member Services for specific coverages. Your bill includes room, dietary services, 24-hour nursing care, therapy treatments and medical supplies needed for your care. For further details, speak with your case manager. Physician charges do not appear on your CRH bill; physicians bill separately for their services.

Cottage Health Billing
Department

Phone:
805-695-2518

Email:
CottageBilling@sbch.org

our facilities

THE TUOHY FOUNDATION AQUATIC CENTER

Located on the CRH campus, the aquatic center offers many classes and programs for inpatients, Keck Center outpatients, and community members. The pool is 26' x 29' and depth varies from 3'6" to 6'6" deep. Heated to a therapeutic 92 degrees Fahrenheit, the pool is accessible by stairs, a swim lift or a tier transfer bench. Changing rooms and showers are wheelchair accessible.

ASSISTIVE TECHNOLOGY CENTER

The Assistive Technology Center (ATC) offers individuals with physical or cognitive impairments access to devices that improve function and quality of life in their homes, at work and in the community. Highly trained and experienced therapists use a wide variety of state-of-the-art equipment to assess patients and may also use the ATC to treat visual-perceptual and neuro-motor deficits. The therapist works closely with the patient and vendors to choose devices that work best for each individual.

COAST CAREGIVER RESOURCE CENTER

Coast Caregiver Resource Center (CCRC) is a program of CRH. CCRC offers consultation, information, referrals, short-term mental health counseling, ongoing support groups, and short-term respite care to non-paid family members ages 18 and older caring for adults with adult-onset brain impairments and older adults with disabling conditions. As one of 11 regional Caregiver Resource Centers throughout the State of California, CCRC has been serving the tri-county coastal communities of San Luis Obispo, Ventura and Santa Barbara Counties since 1987. CCRC is funded by the California Department of Aging, the local Area Agency on Aging, Cottage Rehabilitation Hospital Foundation and other community foundations. Most services are free or with a small share of cost. For more information, contact CCRC at 805-569-8950 or visit coastcrc.org.

KECK CENTER FOR OUTPATIENT SERVICES

Keck Center for Outpatient Services is a part of CRH's continuum of care. Occupational Therapy, Physical Therapy, Psychotherapy, Recreation Therapy and Speech-Language Pathology services are available. Within these disciplines, Keck Center offers specialty services such as Adaptive Driving, Counseling, Pelvic Floor Rehabilitation, Vision Therapy, Vestibular Therapy and Wheelchair Seating Assessment.

MyChart

MyChart is an easy and secure way to manage your health, visits and account information online.

GET SIGNED UP

Update your email address and contact information with Cottage Health staff to receive an activation code.

IN-PERSON: Ask Cottage Health staff for an activation code.

ONLINE: Visit cottagehealth.org/mychart — click “Sign up now.”

Email entered must match one provided to Cottage Health.

advance directives

We respect each person’s right to make decisions about their health care. We want to honor your values and health care goals. We encourage everyone over 18 years old to have an advance directive. An advance directive is a form you fill out that says:

- The types of health care you would like to receive if you are very sick or injured and cannot speak for yourself in the future.
- The name and contact information of a person you choose to speak for you if you cannot speak for yourself. This person is called a health care agent. A health care agent will understand and honor your health care decisions.

Our hospitals can provide you with an advance directive known as *MyCare*, which is a legal document that guides your health care providers about what types of health care you want and don’t want. It also helps your loved ones understand what’s important to you, in case they have to make health care decisions for you.

Cottage Health honors *MyCare* and other types of advance directives.

Provide the hospital with a copy of your advance directive so we can keep it in your medical record. You can fill out your advance directive on your own or with help. To complete it, you need two witness signatures or a notary public to sign it.

To learn more about advance directives and for help filling out the form, call our Advance Care Planning Team at 805-324-9102 or email mycare@sbch.org.

For more information or to download a *MyCare* document, visit cottagehealth.org/mycare.



MANAGE
YOUR HEALTH
INFORMATION
WITH THE COTTAGE
HEALTH APP

MyChart and More

Schedule
appointments

View lab results

Connect with your
care team

Access medical history

Pay your bill online

Setup a payment plan

Request financial
assistance

Available Now:



your rights as a hospital patient

We consider you a partner in your hospital care. Being well-informed will help you take part in treatment decisions and talk freely with your doctor and other caregivers, you help us take care of you.

You have the right to:

1. Considerate and respectful care, and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
2. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
3. Know the name of the licensed health care practitioner acting within the scope of his or her other professional licensure who has primary responsibility for coordinating your care, and the names and professional relationships of physicians and non-physicians who will see you.
4. Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
5. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
6. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of members of the medical staff to the extent permitted by law.

Cottage Health is a healing environment

- Please respect us.
- We are here to help you.
- Verbal and physical abuse will not be permitted.

7. Be advised if the hospital/licensed health care practitioner acting within the scope of his or her professional licensure proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
8. Reasonable responses to any reasonable requests made for service.
9. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of pain with methods that include the use of opiates.
10. Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
11. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
12. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.
13. Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
14. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
15. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
16. Be informed by the physician, or a delegate of the physician, of continuing health care requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.
17. Know which hospital rules and policies apply to your conduct while a patient.
18. Designate a support person as well as visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood, marriage, or registered domestic partner status, unless:
 - a. No visitors are allowed.
 - b. The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff, or other visitor to the health facility, or would

significantly disrupt the operations of the facility.

- c. You have told the health facility staff that you no longer want a particular person to visit.

However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. The health facility must inform you (or your support person, where appropriate) of your visitation rights, including any clinical restrictions or limitations. The health facility is not permitted to restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

- 19. Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will comply with federal law and be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household and any support person pursuant to federal law.
- 20. Examine and receive an explanation of the hospital's bill regardless of the source of payment.
- 21. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, gender identity/ expression, disability, medical condition, marital status, age, registered domestic partner status, genetic information, citizenship, primary language, immigration status (except as required by federal law), or the source of payment for care.

- 22. File a grievance. If you want to file a grievance with the hospital, you may do so by writing or by calling:

Cottage Health Patient Relations
P.O. Box 689
Santa Barbara, CA 93102
805-569-7244
chsquality@sbch.org

The grievance committee will review each grievance and provide you with a written response within 30 days. The written response will contain the name of a contact person at the hospital, the steps taken to investigate the grievance process, the results of the grievance process and the date of completion of the grievance process. Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO).

- 23. File a complaint with the California Department of Public Health regardless of whether you use the hospital's grievance process. Their contact information is:

Department of Health Services
1889 N. Rice Ave., Suite 200
Oxnard, CA 93036
805-604-2926

- 24. File a complaint with The Joint Commission if you have any unresolved patient safety or quality of care concerns. Their contact information is:

Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
800-994-6610

patient responsibilities

At Cottage Health, we believe patients and families are partners in ensuring that the best possible care is provided in a healthful, safe environment. The Cottage Health Board of Directors and Medical Staff have adopted the following list of Patient Responsibilities and count on patients to participate in their health care in the following ways:

1. Provide, to the extent possible, information about present complaints, past illnesses, hospitalizations, medications and other matters relating to their health. Patients and their families must report perceived risks in their care and unexpected changes in their condition to the medical provider.
2. To follow the plans and instructions for care that you have agreed on with their practitioners. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and treatment by the doctor's orders.
3. Keep appointments and if unable to do so, notify the responsible medical care provider or medical facility.
4. Accept ownership for your actions if you refuse treatment or do not follow the medical provider's instructions.
5. Assure the financial obligations for their health care treatment are fulfilled as promptly as possible.
6. Follow all medical facility rules and regulations affecting care and conduct.
7. Be considerate of the rights of other patients and medical facility personnel.
8. Be respectful of the property of other persons and of the medical facility.

Thank you for your cooperation. Cottage Health is proud to be your health care provider of choice.

NOTICE TO CONSUMERS:

Medical doctors are licensed and regulated by the Medical Board of California, which you may contact at 800-633-2322 or mbc.ca.gov.

This Patient Rights document incorporates the requirements of The Joint Commission; Title 22, California Code of Regulations, Section 70707; Health and Safety Code Sections 1262.6, 1288.4, and 124960; and 42 C.F.R. Section 482.13 (Medicare Conditions of Participation), and the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (together with its implementing regulations, "HIPAA").

Speak up

Your care and safety is important to us. If you have a concern, the first person you should speak to is your nurse. Your nurse is in the best position to answer any questions or resolve any issues that you may have. You may also contact Patient Relations at 805-569-7244 with any concerns. We want your health care experience at Cottage Health to be of the highest quality.

S

Speak up if you have questions or concerns, and if you don't understand, ask again. You have a right to know.

P

Pay attention to the care you are receiving. Be an active participant.

E

Educate yourself about your diagnosis, the medical test you are undergoing and your treatment plan.

A

Ask a trusted family member or friend to be your advocate.

K

Know what medications you take and why you take them. Ask questions if something is unfamiliar.

U

Use your nurse call button when any alarm has gone off in your room. Also, use your nurse call button any time you need help or want to get out of bed.

P

Participate in all decisions about your treatment. You are the center of the health care team.

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notice of nondiscrimination

Cottage Health complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Cottage Health does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Cottage Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact your Case Manager.

If you believe Cottage Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, please contact Caroline Rosen, RN, Director, Patient Safety and Accreditation:

Phone: 805-569-7244

Fax: 805-569-7854

Mail: 400 W. Pueblo St., Santa Barbara, CA 93105

Email: CHSquality@sbch.org

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at:

ocrportal.hhs.gov/ocr/portal/lobby.jsf

or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at:

hhs.gov/ocr/office/file/index.html

multi-language interpreter services

ENGLISH	ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-752-6096. (TDD: 866-660-4288)
SPANISH	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-752-6096. (TDD: 866-660-4288)
CHINESE	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-752-6096. (TDD: 866-660-4288)
VIETNAMESE	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-752-6096. (TDD: 866-660-4288)
TAGALOG	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-752-6096. (TDD: 866-660-4288)
KOREAN	주 의: 한 국어를 사 용하시 는 경 우, 언 어 지 원 서 비스 를 무 료로 이 용하 실 수 있 습니 다. 1-800-752-6096. (TDD: 866-660-4288) 번 으 로 전 화해 주 십시 오.
ARMENIAN	ՈՒՇԱՂԴՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք 1-800-752-6096. (TDD: 866-660-4288)
RUSSIAN	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-752-6096. (TDD: 866-660-4288)
JAPANESE	注 意 事 項 : 日 本 語 を 話 さ れ る 場 合 、 無 料 の 言 語 支 援 を ご 利 用 い た だ け ま す 。 1-800-752-6096.(TDD: 866-660-4288) ま で 、 お 電 話 に て ご 連 絡 く だ さ い 。
ARABIC	قوع. اكل رفوتت ، ان اجم ، قيوغلا قذعاسما تامدخو ، قيوبرعلا ملكتت تنك اذا : هيبنت 1-800-752-6096. (TDD: 866-660-4288)
PUNJABI	ਧਿਆਨ: ਜੇਕਰ ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ, ਤਾਮਾ ਸਹਾਇਤਾ ਸੇਵਾ, ਮੁਫਤ ਗੱਲ ਕਰ, ਜੇ, ਤੁਹਾਡੇ ਲਈ ਉਪਲੱਬਧ ਹਨ. 1-800-752-6096. (TDD: 866-660-4288)
CAMBODIAN	បយគ្នា: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយភាសា ដោយមិនគិតល្អ គឺអាចមានសំរាប់បម្រើអ្នក។ ចូរ ទូរស័ព្ទ 1-800-752-6096. (TDD: 866-660-4288)
HMONG	LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-752-6096. (TDD: 866-660-4288)
HINDI	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-752-6096. (TDD: 866-660-4288)
THAI	เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้ บริการช่วยเหลือทางภาษาได้ ฟรี โทร 1-800-752-6096. (TDD: 866-660-4288)
FARSI	یارب ناگیار تروصب ینابز نالی هسرت ، دینک یم وگتفنگ یسراف نابز هب رگا : هجوت 1-800-752-6096. (TDD: 866-660-4288) سامت دیری گب .مش



Your experience matters.
Tell us about it.

You will receive a post-hospital survey. We encourage you to provide feedback, both positive and negative, so that we can continue to improve patient experience.

**CELEBRATE THE COMPASSION
AND SKILL OF OUR
EXTRAORDINARY CARE TEAM.**

Honor a Nurse - Daisy Award

Honor a Nurse Leader - Daisy
Leadership Award

Send an e-card to a staff member

Make a donation to Cottage's
Foundation in honor of your care
team, staff member or volunteer

cottagehealth.org/honor

Cottage Health is a not-for-profit, community organization dedicated to providing medical excellence close to home.

For additional information about CRH programs and services, call 805-687-7444 or visit cottagehealth.org/rehab

We look forward to serving you.

phone numbers and extensions

ACCREDITATIONS

Cottage Rehabilitation Hospital (CRH) is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) in Brain Injury Specialty Program, Comprehensive Integrated Inpatient Rehabilitation Program, Spinal Cord Specialty Program and Stroke Specialty Program. The Joint Commission accredits CRH as a program of Santa Barbara Cottage Hospital.

Serving Santa Barbara, Ventura and San Luis Obispo counties for over 60 years, CRH is the Central Coast's premier provider of medical rehabilitation services. CRH serves people with neurological and musculoskeletal dysfunction, chronic pain and other complex medical conditions. CRH is recognized for its quality of compassionate care.

Main CRH Number:

(Give hospital operator extension or patient name or room number)

805-687-7444

Auto Attendant: *(Bypasses hospital operator)*

To reach a patient room, dial 85 + the room number

805-569-8999, plus extension

CRH Administration:

805-569-8999, ext. 82204

Admission – Inpatient:

805-569-8999, ext. 82317

Nursing:

805-569-8999, ext. 82162

Keck Center for Outpatient Services:

805-569-8900

The Tuohy Foundation Aquatic Center:

805-569-8999, ext. 82552

Patient Room: *(Give room number to hospital operator)*

805-687-7444

Cottage Rehabilitation Hospital Foundation:

805-569-8999, ext. 82143



2415 De la Vina Street
Santa Barbara, CA 93105

805-687-7444

cottagehealth.org/crh