PATIENT GUIDE
Everything You Need to Know About Your Stay at Houston Methodist Continuing Care Hospital

701 S. Fry Rd. | Katy, TX 77450 | 832.522.7550 | houstonmethodist.org/continuing-care
Welcome

To our patients, families and guests,
Welcome to Houston Methodist Continuing Care Hospital, a long-term acute care hospital (LTACH) that proudly serves the Greater Houston area. Our hospital is focused on the needs of patients requiring extended acute care hospitalization. We provide patients with individualized care from a dedicated medical team. Patients usually stay at our hospital for 18-25 days or until ready to transition to the next appropriate level of care.

The medical staff at Houston Methodist Continuing Care includes board-certified specialists in pulmonary and critical care, neurology, internal medicine, infectious diseases, cardiology, oncology, wound care and hyperbarics, surgery, and many others.

Our patients are treated with the highest standard of care because all Houston Methodist employees embrace our I CARE values of integrity, compassion, accountability, respect and excellence in all that we say and do. At Houston Methodist Continuing Care, we believe involving the patient’s family in the care process is essential, and we welcome you to participate every step of the way.

Thank you for choosing Houston Methodist Continuing Care.

Sincerely,

Gary Kempf
Administrator
Houston Methodist Continuing Care Hospital

Houston Methodist
Continuing Care Hospital

Mission
To provide high-quality, cost-effective health care that delivers the best value to the people we serve in a spiritual environment of caring in association with internationally recognized teaching and research.

Vision
Extending the Houston Methodist standard of unparalleled safety, quality and service to the continuum of care for the patient and family.

Values Statement: I CARE
Integrity: We are honest and ethical in all we say and do.
Compassion: We embrace the whole person and respond to emotional, ethical and spiritual concerns as well as physical needs.
Accountability: We hold ourselves accountable for our actions.
Respect: We treat every individual as a person of worth, dignity and value.
Excellence: We strive to be the best at what we do and a model for others to emulate.
Campus Map

LEVEL ONE
- Café Magnolia
- Lactation Room
- Masjid Prayer Room
- Medical Surgical Unit (1 West)
- Specialty Infusion Clinic
- Wound Care

LEVEL TWO
- Administration
- Chapel
- Intensive Care Unit (2 West)
- Medical Surgical Units (2 East, 2 South)
- Inpatient Rehab Gym
Getting Admitted

Your doctor manages your admission and your care. Once you are in your room, your nurse will help you get familiar with your surroundings and tell you what to expect during your stay, including the plan of care and the expected length of stay. Your care team will review the plan of care and specific goals with you daily, and will include your loved ones when possible.

Patient Rooms

We want your stay to be as comfortable as possible. You will find the following in your room:

- Communication board with information about your nurse, other caregivers and your care plan for the day
- Television with a controller attached to your bed
- Space for storage
- Emergency pull cords or buttons in the restroom, next to the toilet and in the shower

For your comfort, you may:

- Adjust the temperature in your room
- Adjust your bed using the buttons on the side
- Ask your nurse for additional blankets or pillows
- Ask your nurse for toiletries if needed

Housekeeping staff will clean your room daily, and the nursing staff will change bed linens. If your room needs more attention, please ask your nurse to contact our housekeeping or maintenance staff.

Nursing Activity in Your Room

Your nurse or a nursing assistant will stop by your room frequently to check on you and ask if you need anything. At the start and end of every shift, your current nurse and the next nurse in charge of your care will come into your room to discuss your condition and care goals for the next shift. You may also receive a visit from the charge nurse or nurse leader.

Calling Your Nurse

You may press the call button on the controller attached to your bed, and a unit secretary will route your concerns to your nurse or patient care assistant. To reach your nurse directly, call the number on the communication board.

Mail and Flowers

Mail will be delivered to your room. Mail received after you have been discharged will be forwarded to your home address.

Flowers purchased from a local florist will be delivered by the florist. Flowers received after you leave will be returned to the florist.

Live flowers or plants are not allowed in the intensive care unit, but silk flowers are acceptable.

DAISY Award for Extraordinary Nurses

The DAISY Award is an international program that rewards and celebrates extraordinary nurses who consistently show excellence through their medical expertise and compassionate care.

If you meet an extraordinary nurse during your stay, please visit houstonmethodist.org/daisy-awards or ask your charge nurse for a nomination form.
Your Health Care Team
In addition to your doctors and nurses, many professionals may make up your health care team.

Registered dietitians may review your medical record and work with your health care team to develop a nutrition care plan. Dietitians are available for education and questions.

Physical therapists, occupational therapists and/or speech pathologists may be consulted by your health care team to identify resources you may need to continue your recovery after you leave the hospital.

Pharmacists are on duty 24/7 and review your medication list regularly to ensure medication safety.

Case managers are nurses who help with discharge planning, including home care, transfer to another health care facility, or arranging for medical equipment.

Social workers offer emotional support, counseling and guidance to help patients and families with financial, social and emotional challenges, as well as lifestyle adjustments, due to a change in health.

Chaplains are available to help you address your emotional and spiritual needs. They can talk with you directly, or they can assist you in contacting a representative of your faith.

Pain Management
Managing your pain is one of our key goals while you’re here. We want to make sure you’re as comfortable as possible. You are the only one who can measure your pain. Please tell your nurse or doctor when you experience any level of pain. We are committed to responding to your pain quickly and to helping you prevent pain when we can.

At Houston Methodist, we use the scale to the right to help patients communicate their pain level. This scale is also located on the communication board in your room.

Hospital Pharmacy
The Houston Methodist Pharmacy Department is committed to partnering with you to meet all your medication needs. We can answer any questions you have about your prescribed medications.

The hospital pharmacy will:
- Provide all medications your doctor orders during your stay
- In some situations, we may need to provide medications you bring from home
- Work with your doctor to choose other medications if an ordered medication is not in stock
- Not dispense or provide non-FDA regulated herbal supplements

Wong-Baker FACES® Pain Rating Scale

© 1983 Wong-Baker FACES Foundation
During Your Stay

Biomedical Ethics
Decisions in the modern health care setting are getting more and more complicated, which can seem overwhelming. An ethics consultation, or discussion, helps patients and doctors determine which decisions or actions are most appropriate. Ethics consultations can help provide guidance in areas of uncertainty. An ethics consultation is a service available to all patients, families and health care professionals in the hospital at no charge. You might consider requesting an ethics consultation when you find yourself asking, “What's the right thing to do here?”, or when you have questions about how to interpret an advance directive. We can also address concerns or questions regarding treatment decisions at the end-of-life, or refusing or removing life-sustaining treatment.

If you would like to talk with a member of Houston Methodist’s bioethics consultation services team, please ask your nurse to page the ethics consultant on call.

Guest Relations
A team of patient liaisons is available to help patients and visitors with any questions, concerns or special requests that may arise during their hospital stay. A liaison is available Monday through Friday, from 8 a.m. to 6 p.m. You may reach the patient liaison team at 832.522.3333.

Spiritual Care
Regardless of your religion or faith, Houston Methodist’s Department of Spiritual Care and Values Integration strives to provide you with resources to fulfill your spiritual needs while in the hospital. Our staff chaplains, volunteer lay ministers, Catholic Eucharistic ministers and volunteers work together to offer 24/7 spiritual support and resources, including Bibles (in English, Spanish and additional languages), other sacred texts, prayer, bereavement support and more.

Our chapel and other sacred spaces are open 24/7. Please see the map on page 4 for locations.

If you have an urgent need, call your nurse or the hospital operator and ask for the on-call chaplain. You may also call 832.522.0010.

Volunteer Services
Volunteers are a key part of our hospital. They contribute their time, services and energy to help you have a more pleasant stay. You will find them throughout the hospital. They are happy to serve you, so let them know if they can help.

Most volunteer programs are accessible Monday through Friday, 8 a.m. to 5 p.m. Some include after hours from 5 to 9 p.m. and weekends.

For more information or to find out how our volunteers can help you, visit houstonmethodist.org/volunteer or call 832.522.3060.

Food Services
All food trays are delivered to the patient room for breakfast, lunch and dinner. Patients will receive a “Next Day” menu with the breakfast tray to make a selection for the following day’s meals. The completed “Next Day” menus are picked up from the patients and taken to our kitchen. To reach the kitchen directly, call 832.522.7123.

Each patient care unit keeps a small amount of nourishment supplies for patients. Please contact your nurse if you have any questions or concerns, or are having trouble ordering a meal. Please consult with your nurse before you have a family member bring you any food or drink from outside of the hospital. Depending on your medical condition, your physician may want to restrict your diet to a certain group or types of foods and liquids.
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<td>Contemporary Christian Music Channel</td>
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<td>CARE #1</td>
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When your condition improves or changes, you will be discharged from the hospital to return home or transfer to another health care facility.

What to Expect During Discharge

When your doctor says you are ready for discharge, many people go to work behind the scenes to get you ready for home or your next health care destination. Our staff will make every effort to discharge you early in the day. Your nurse will lead the charge in getting the doctor to sign important documents, working to get necessary medical equipment and prescriptions ordered, and other necessary actions. You should begin gathering your belongings, arranging transportation, and preparing to leave. This process may take several hours, and we appreciate your patience as we ensure the best transition for the next phase of your healing and recovery.

Within 24 hours after discharge (or Monday if discharged Friday or Saturday), you will receive a two-minute automated phone call from us, asking if you have any questions or concerns about your health status. If you indicate you’d like to speak with us, a care team member will contact you directly to address your needs.

Before You Go

- Ask your nurse to call a case manager if you have questions or concerns about your discharge plan or care after your hospital stay, including medical equipment you may need during your recovery
- Ask your nurse to return any medications you brought from home
- Make sure you have someone available to pick you up or go with you to the health care facility where you’ll be admitted – and talk to your nurse about an anticipated time
- Check every space in your hospital room and restroom for personal belongings

Patient Satisfaction Survey

After you leave the hospital, you will receive a patient satisfaction survey from Houston Methodist via mail, phone or email. To ensure your privacy, this survey is conducted by an independent third party. Please take the time to complete and return the survey. We will use your feedback to improve the care and services we provide.
Patient Portal: Houston Methodist MyChart

Houston Methodist MyChart provides you convenient, online access to portions of your health records — from home or wherever and whenever you need. With Houston Methodist MyChart, you or your designee can:

- Review your visit summary: View clinical discharge summaries with prescription and follow-up notes
- Access test results sooner: See your results and doctor’s comments when they're available.
- Pay your Houston Methodist bills securely: Review your medical bills and send secure payments online

To sign up for Houston Methodist MyChart, visit houstonmethodist.org/mychart and select “Sign Up Now.” An activation code may be provided at admitting, during registration, on your after-visit summary, or on your billing statement.

Houston Methodist MyChart is also available as an app for mobile devices. Download the app from Apple App Store or Google Play.

For more information or help with your account activation, please call 832.667.5694.

At Home

Once you are home, remember to continue working to improve your health. Keep up with medications, diet, activity, incision care and follow-up appointments or care.

Follow-Up Appointments

If your doctor or nurse ordered additional tests, therapy or follow-up appointments, it is important to schedule them quickly. Call your primary care doctor to notify him/her about your hospitalization and plan of care.

Continued Care

You may require home health care, which means a nurse, therapist or other health care professional will visit you at home to continue care.

If you need further inpatient care, you may be transferred to a facility such as:

- Inpatient rehabilitation – dedicated to physical rehabilitation
- Nursing home – residential, 24/7 nursing care
- Hospice – focuses on comfort and quality of life for terminal patients

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Patient Financial Responsibilities

Billing
Your hospital bill includes the cost of your room, meals, 24/7 nursing care, laboratory work, tests, medications, therapy and the services of hospital employees. You will receive a separate bill for professional services, including doctors, radiologists, pathologists and others, incurred during your stay.

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. Your policy is a contract between you and your insurance company. You have the final responsibility for payment of your hospital bill.

Houston Methodist Continuing Care Hospital
832.522.5822
701 S. Fry Rd.
Katy, TX 77450

How to Settle Your Bill
Before you leave, we ask that you pay your co-payment, deductible and/or co-insurance. If Patient Access Services has not cleared you, please check on your account by asking to speak with a financial counselor by calling 832.522.7283.

Payment can be made by cash, personal check, MasterCard, Visa, American Express, Discover or traveler’s checks.

Affiliated Providers
Upon admission or services rendered at any Houston Methodist facility, you or your legal representative must assume some or all of the following responsibilities:

- You or your legal representative can accrue billing from the hospital, the doctors and affiliated entities
- If you have surgery, you can accrue billing from the anesthesiologist, surgeon and an independent surgical assistant
- The affiliates listed at right are contracted with various insurance plans and may not be covered under your individual plan. Please check with affiliates to determine if they are contracted

Houston Methodist Hospital
PO Box 4315
Houston, TX 77201
832.667.5900 or 877.493.3228

Houston Methodist Pathology Associates
PO Box 4701
Houston, TX 77210-4701
800.874.1705

Houston Radiology Associated (HRA)
2190 N. Loop West, Suite 250
Houston, TX 77018
281.206.9050

US Anesthesia Partners (USAP)
1500 CityWest Blvd., Suite 300
Houston, TX 77042
855.877.2810

For additional questions regarding billing, long-term acute care patients can call 832.667.5900 or 877.493.3228.
Insurance
As a service to our customers, Houston Methodist will forward a claim to your commercial insurance carrier based on the information you provide at registration. It is important for you to provide all related information, such as policy number, group number and the correct mailing address for your insurance company. Claims will be filed for inpatient and outpatient hospital charges approximately three to five days after discharge.

Visit houstonmethodist.org for an updated list of our managed care plans.

If you have questions or need further information while you are still in the hospital, please call patient access services at 832.522.5822.

If you have questions after your discharge, call the Houston Methodist Centralized Business Office at 832.667.5900.

Medicare
Houston Methodist is an approved Medicare provider. All services billed to Medicare follow federal guidelines and procedures. Medicare has a Coordination of Benefits (COB) clause.

At the time of service, you will be asked to answer questions to help determine the primary insurance carrier paying for your visit. This is referred to as a Medicare Secondary Payer Questionnaire and is required by federal law. Providing accurate information allows us to bill the correct insurance company. Hospital personnel cannot call Medicare on your behalf to correct COB. The call has to be made by the patient.

Secondary insurance may cover Medicare deductibles and coinsurance. If you do not have a secondary insurance, you will be asked to pay or establish a payment plan. If you are not able to pay, we will help you figure out if you qualify for financial assistance.

Coordination of Benefits
Coordination of Benefits (COB) is a term used by insurance companies when you have two or more insurance policies.

This usually happens when both spouses are listed on each other’s insurance policies, when both parents carry their children on their individual policies, or when there is eligibility under two federal programs.

Most insurance companies have COB rules that determine who pays medical expenses. This prevents duplicate payments. COB priority must be identified when you are admitted to comply with insurance guidelines. Your insurance company may request a completed COB form before paying a claim. Every attempt will be made to notify you if this happens. The hospital cannot provide this information to your insurance company. You must work with your insurance company for the claim to be paid.
Financial Assistance Policy

Houston Methodist is committed to providing charity care to persons who are uninsured, underinsured, ineligible for a government program, or otherwise not able to pay for emergency and medically needed care based on their individual financial situation.

Patients whose family income is at or below 200 percent of the Federal Poverty Level (FPL) are eligible to receive free services, and patients whose family income is above 200 percent but not more than 400 percent of the FPL are eligible to receive services at a discounted amount. This discounted amount is not to exceed the average amount Houston Methodist would get paid by private insurance and Medicare, including any patient payments in the form of deductibles, co-payments and co-insurance.

You will not be required to make advanced payments or payment arrangements for emergency and medically necessary services before you receive care. But if you are required to pay a discounted amount, and you cannot pay it in full after the services are provided, Houston Methodist will attempt to collect it. We will send monthly invoices asking for payment. If you cannot pay the discounted amount in a single payment, we offer interest-free extended payment options. Any discounted amounts remaining unpaid will be turned over to a third-party collection agency for further collection attempts. Third-party collection activity will not include personal liens, legal actions or credit bureau notification.

A free copy of Houston Methodist’s financial assistance policy, the financial assistance application and collection policies are available at houstonmethodist.org/billing. You can also find these documents in admitting and registration areas, or you can call the centralized business office to ask for them in various languages.

Houston Methodist’s financial assistance team can answer questions and provide information about the financial assistance policy. We can help you with the application process. We are open Monday through Friday, from 7 a.m. to 7 p.m., and on Saturday from 8 a.m. to noon.

Completed financial assistance applications and all supporting documents can be faxed or mailed to the centralized business office.

Houston Methodist Centralized Business Office
Attn: Financial Assistance Unit
701 S. Fry Road
Katy, TX 77450
832.667.5900 or 877.493.3228
Fax: 832.667.6014

Financial Assistance Program

To learn about Houston Methodist’s financial assistance program, you can speak with a financial counselor by calling 832.667.5900.

Our financial counselors will ask you or your family member to complete a financial assistance application for uncompensated or discounted hospital care.

Patient access services and patient accounting departments will be responsible for reviewing completed financial assistance application forms and determining eligibility. The eligibility criteria rely on income levels and means testing indexed to the federal poverty guidelines, updated at the beginning of each calendar year and available from the federal government.

Eligible applicants are classified as either financially indigent or medically indigent. The review may be conducted using either the traditional or fast-track method.
Giving Back

Share Your Story
Has Houston Methodist touched your life? We encourage you to share your experience with us. With your permission, your story could be included in a Houston Methodist communication or special event.

Join Our Mailing List
Learn more about Houston Methodist news and events by subscribing to our publications. Keep informed about the latest leading medicine advances and achievements throughout our hospital system.

To participate in the Gifts of Gratitude program or to learn about additional giving opportunities, visit houstonmethodist.org/giving or call 832.667.5816.

Support Houston Methodist through the Gifts of Gratitude Program
When you receive care at Houston Methodist, you become part of our family. Houston Methodist's commitment to your health and well-being goes beyond you to caring for your loved ones — now and for generations to come.

We invite you to ensure a legacy of health by giving, sharing and volunteering through the Gifts of Gratitude program. No matter how you partner with us, your involvement will make a significant difference in our patients' lives. Visit houstonmethodist.org/gifts-of-gratitude to learn more.

Make a Philanthropic Contribution
We invite you to make a gift in honor of a Houston Methodist doctor, nurse or other staff member who has made a difference in your care. These honorary gifts help advance Houston Methodist's leading medicine mission by supporting research, education and patient care. Make your gift online at houstonmethodist.org/giving or by mail to Houston Methodist Hospital Foundation, P.O. Box 4384, Houston, TX 77210-4384.

Become a Volunteer
Giving of your time and sharing your experiences can make a wonderful difference in the lives of other patients. Houston Methodist volunteer opportunities range from participating in support classes, speaking engagements, organizing events and many other important activities. Visit houstonmethodist.org/volunteer for opportunities and additional information.