



— THE —
DELMAR GARDENS
Family



SKILLED NURSING AND
REHABILITATION CENTERS

GENERAL INFORMATION

To keep you informed of various aspects of our operation, the following list is designed to answer some of the more frequently asked questions.

- 1. If you choose, telephone service may be installed in the resident's room. Families, sponsors, or residents are responsible for making all necessary arrangements for installation and pay all associated charges for these services. Delmar Gardens of Creve Coeur provides Spectrum free of charge in residents' rooms.*
- 2. Residents may not leave the premises without signing out at the nurse's station. Employees are not permitted to leave the premises with a resident except for emergency trips to the hospital or doctor's office. Wheelchairs and other equipment belonging to the nursing center shall not be taken from the premises unless authorized by the Administrator.*
- 3. In the event the attending physician orders a special care nurse or aide, the expense shall be borne by the family, sponsor, or patient. Private Duty Staff must follow all rules and regulations of this facility.*
- 4. Electric coffee pots, hot plates, electric blankets, heating pads, heaters, etc., are not permitted in the facility unless required for therapeutic reasons and specifically ordered in writing by a physician.*
- 5. Perishable food brought into the facility must be checked by the Charge Nurse, kept in an air-tight container, and should be discarded after forty-eight (48) hours. Non-perishable food should be kept in air-tight containers and discarded after five (5) days. The resident's name must be labeled on each container.*
- 6. Residents are not permitted to keep any medicines in their rooms. Families or sponsors are requested to check with the Charge Nurse on any type of ointments, drops, cough medicines, inhalants, etc., before giving them to the resident.*
- 7. Meal services start at 7:30 a.m., noon and 5:30 p.m. and mealtimes are open.*
- 8. Religious services and activity programs are planned. Visiting is encouraged by families and friends. In the event a resident's or the roommate's condition requires it, the Charge Nurse may limit the number of visitors in a room at one time.*
- 9. Visiting hours are unlimited. Children may visit a resident, but they must be supervised by an adult.*
- 10. Residents should be dressed when out of their rooms. Street clothes, gowns or pajamas, robe and slippers are appropriate. The resident, family, or sponsor should furnish sufficient clothing to allow for resident cleanliness. Each item of clothing should be identified with the resident's name.*
- 11. Laundry services are provided by the facility. Personal laundry may be done by the family, if so desired.*
- 12. Pictures, calendars, etc., may be hung in the residents' rooms upon approval of the Administrator. Throw rugs of any type are not permitted.*
- 13. Knives, razors, sharp pointed scissors or other objects that could be harmful to the resident or to others shall not be kept in the resident's room without prior approval.*

GENERAL INFORMATION *(continued)*

14. *Residents are not permitted to smoke unattended. Staff will provide matches and light residents' cigarettes upon request. All smoking restrictions are noted on the resident's medical record as recommended by the attending physician and the Director of Nurses.*
15. *Fire drills are held on a regular basis. Families and visitors must obey requests of the Charge Nurse, the Administrator, or Firemen.*
16. *All services not covered by Medicare shall be billed to the resident, family, or sponsor.*
17. *The cost of admission physical, annual physicals, and regular physician visits for the resident will be billed to the resident, family, or sponsor.*
18. *All necessary paperwork must be completed by the attending physician before the resident can be admitted to Delmar Gardens of Creve Coeur.*
19. *If the resident does not have a personal physician, the nursing home reserves the right to choose one for the resident.*
20. *All sponsors, family members, and visitors are asked to follow the facility's guidelines.*
21. *Residents may leave the facility for an overnight stay, unless medically contraindicated.*
22. *The facility cannot hold a resident against his or her will. If a resident decides he/she wishes to be discharged, the nursing center shall contact the family or sponsor and attending physician, if possible, before the resident is discharged. Please discuss this section with the Administrator for further clarification.*
23. *The Administrator will discuss any issues concerning the nursing center, residents, staff members, financial matters, etc., that you may have. We ask for your recommendations and will assist you in any way we can.*
24. *Residents, families, and sponsors are asked to participate in their Plan of Care. Quality resident care is our goal, and we ask for your cooperation in planning this care.*

With over 50 years of experience in caring for seniors, the Delmar Gardens Family understands that the care, services and amenities vary by person. Please call us for the most current pricing as based on your loved one's needs and requests.

PHYSICIAN'S SERVICES

All residents admitted to Delmar Gardens of Creve Coeur must be admitted upon the recommendation of a physician licensed to practice in the state of Missouri.

The admitting physician is responsible for providing the facility with detailed medical information regarding the care of the resident, including:

Medication Orders
Urinalysis (UA)
Current Medical Findings
Complete Blood Count (CBC)
Diagnosis
Chest X-Ray
Rehabilitation Potential
History and Physical Exam
Summary of Any Prior Treatment
Specific Diet

All medical information must be current.

The admission physical exam must be dated no more than five (5) days prior to the resident's admission date.

Each of our residents must be under the continuing care of a physician while at Delmar Gardens of Creve Coeur. The physician must be available to provide periodic progress notes--usually every 30 days--and be available for consultation with our nursing and rehabilitation staff to discuss the appropriate course of treatment for the resident.

If your admitting physician chooses not to follow the resident while at Delmar Gardens of Creve Coeur, you may request medical services be provided by one of our staff physicians. In most cases, if a resident being cared for by a staff physician requires hospitalization, the original admitting physician will be contacted to make all necessary arrangements.

Please discuss this section with your admitting physician prior to admission.

ADMISSIONS CHECKLIST

In order to help make a smooth transition from home or hospital to Delmar Gardens of Creve Coeur, please complete the following items on the checklist below. This information assists our staff in preparing to meet the resident's medical, nursing and psycho-social needs.

- Completion of Admission Packet prior to scheduled admission date.
- Presentation of health insurance (Medicare) card to Admission Personnel prior to admission. Third party insurance cards may also be presented.
- Determine who will be the primary physician while the resident is at Delmar Gardens of Creve Coeur. A staff physician is available if your personal physician does not make nursing home visits.
- Provide complete medical information which is to include the following:
 - 1) current history and physical report dated no more than five days prior to admission date;
 - 2) physician's orders signed by the doctor;
 - 3) reports of lab work and chest x-ray. If the resident is coming from home, we will be happy to supply your physician with the necessary forms to complete.
- Articles of clothing should be marked with permanent identification of resident.
- Room and board charges are billed monthly, and in advance. If admitted before the 20th, the balance of the month is due. If admitted on or after the 20th, the balance of the current month and all of the next month is due. Thereafter all payments are due by the 10th day of the current month.
- Delmar Gardens of Creve Coeur accepts admissions seven days a week, without regard to race, color, national origin or handicap. When possible, please make arrangements to admit resident during morning hours.

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314-434-5900

REHABILITATION SERVICES

At Delmar Gardens of Creve Coeur, we are proud of our accomplishments in the field of rehabilitation. Our modern facilities and professional staff can assist you in reaching higher levels of independent functioning and quality of life.

Physical Therapy

Physical Therapy under Part A of Medicare is given to residents who have a physician's order for Physical Therapy and qualify under Medicare guidelines for skilled services. A Physical Therapy evaluation is performed by our Registered Physical Therapist. A treatment plan is then established and approved by the attending physician. Treatment is carried out by our Registered Physical Therapist, twice a day or daily (depending on the physician's orders), as needed. Charges are billed under Part A of Medicare.

Physical Therapy under Part B of Medicare is given to residents who do not qualify for Part A of Medicare, but still require some Physical Therapy services on a weekly basis. Part B of Medicare will pay 80% of Physical Therapy charges. The resident's responsible party is billed for the remaining 20%.

Physical Therapy services include gait training, wound care, balance training, arthritis and pain management, and variety of state of the art modalities.

Restorative Therapy is given to residents who are ambulatory, but are not able to ambulate without assistance. Range of motion is given to bed patients who are not able to move their extremities independently. Treatment is offered five days a week (or as otherwise ordered) by a Restorative Aide.

Occupational Therapy

Occupational Therapy is a health service which uses purposeful activity (dressing, feeding, bathing, etc.) as a means of preventing, reducing, or overcoming many physical, social, and emotional disabilities. Techniques used may include fabricating and applying splints, guidance in the selection and use of adaptive equipment, activities and therapeutic exercises to improve functional skills with emphasis on hand and arm rehabilitation. Each patient is treated on a one-to-one basis with goals focusing on individual needs.

Occupational Therapy is a covered service under Parts A and B of Medicare. Private pay services are also available. For more information, please consult our staff Occupational Therapy Consultant.

Speech Pathology Services

The ability to communicate effectively is one of the most important and vital skills we possess. To interrupt, change or completely lose this ability, which we have used all our lives, can be very traumatic.

If you would like the Speech Pathologist to consult with your family member, because you feel they might have a communication or swallowing disorder, please inform the Charge Nurse, the Director of Nursing, the attending Physician, or the Speech Pathologist.

Speech Therapy is covered by Medicare Parts A and B.

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THERAPEUTIC RECREATION

Delmar Gardens of Creve Coeur offers Therapeutic Recreation which is an activity-based program designed to improve or maintain the physical, mental, emotional, spiritual, and/or social functioning of our residents. We assist them in expressing individual lifestyles, which we believe will add meaning and value to their sense of self during their stay at Delmar Gardens of Creve Coeur.

Therapeutic Recreation has been and continues to be an integral part of Delmar Gardens of Creve Coeur's "tradition of excellence." Included in the comprehensive care of every resident is an individualized therapeutic recreation program designed to meet a wide spectrum of needs and skill levels, from active leisure lifestyles to sensory stimulation.

At Delmar Gardens of Creve Coeur, we provide a wide variety of group, as well as individual, therapeutic interventions to meet our residents' many needs. They include:

- Entertainment
- Crafts
- Intergenerational Programming
- Exercise
- Cooking
- Gardening
- Music Therapy
- Family Gatherings
- Social Hours
- Resident Council
- Service Projects
- Parties
- Community Outings
- Pet Therapy
- Religious Services
- Games

An opportunity to have a successful experience is created through the use of adaptations to meet the strengths and/or limitations of each resident. Small and large groups of people with similar interests and abilities are offered programs and activities to create a non-threatening environment and promote social well-being.

The therapeutic recreation department is proud to offer this specialized activity program as part of the comprehensive care that your family member will receive at Delmar Gardens of Creve Coeur. We have designed the program with the hope that your loved one's stay here will be a full and satisfying one.

We believe that you, the family, are an important part of helping us assess the unique strengths, interests, and needs of our residents. We welcome your ideas and your participation in the care of your family member. We look forward to working with you.

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MEDICARE INFO

Delmar Gardens of Creve Coeur is certified for participation in the Medicare (Title XVIII) program. Some patients who need in-patient and skilled nursing care or rehabilitation services following a period of hospitalization, may be eligible to receive certain Medicare benefits while residing in our facility.

Many people assume that any patient who has been in the hospital and needs nursing home care can qualify for Medicare coverage in a skilled nursing facility. It's not quite that simple. Medicare will not pay for "custodial care" and will only assist in meeting the cost of care if a patient requires "skilled care." Medicare readily acknowledges that tube feedings, intravenous fluids, daily injections, and rehabilitation services are examples of care which usually qualify as skilled care. The degree of a patient's helplessness, the prognosis and diagnosis are not significant in the Medicare determination; rather it is the professional skill that is necessitated in caring for the patient which qualifies a patient for Medicare coverage.

Prior to discharge from a hospital, the physician, therapists, and other health care professionals, in conjunction with the nursing facility, can determine whether the care the patient needs will qualify for coverage under the Medicare guidelines. There are circumstances which may make the decision not possible until after the patient has been evaluated by the facility.

Participation in the Medicare program is short term. Length of time or coverage is based on observable and measurable progress. Each case is different and there are many circumstances to be considered to determine length of time on the program.

Maximum coverage currently available is 100 days. Not all participants meet Medicare criteria to receive 100 days. The Medicare program will cover the cost of a nursing home stay 100% from day 1 through 20. On the 21st day (if the participant still qualifies for coverage) Medicare pays a portion of the stay. The portion not covered is either the responsibility of the individual or another insurance program.

Our Social Worker, Director of Nursing, or Administrator will be happy to answer any additional questions you might have regarding Medicare coverage.

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SERVICES AND AMENITIES

Delmar Gardens of Creve Coeur was specially designed with the safety, convenience, and accessibility of its residents in mind. The convenient, central-core floor plan provides a close watch and "at home" care for residents. Special features include:

- Private and semi-private rooms
- 24 hour professional nursing services
- Unlimited visiting hours
- Full rehabilitative program including daily physical, speech, and occupational therapy
- Daily social and recreational programs
- Emergency call system
- Religious services
- Fire safety equipment
- Automatic and manual auxiliary lighting systems
- Grab bars in bathing and toilet areas
- Obstruction-free floor plan (promotes greater independence)
- Luxurious furnishings
- Elegant dining rooms
- Large activity room
- Flat-screen television with complimentary cable / satellite service
- Beauty/Barber shop

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