



— 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 Overland Park provides DirecTV in residents' rooms for their use.
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 Administration.
3. In the event the attending physician or resident 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 resident rooms 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 without a physician's order. 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. Meals are served at 8:30 a.m., 12:30 p.m., and 5:30 p.m. in the Main Dining Room and the satellite dining rooms.
8. Religious services and activity programs are planned. Visiting is encouraged by families, and friends. In the event a resident's or 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 or sponsor, 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. Fire drills are held on a regular basis. Families and visitors will be given appropriate instructions by the Charge Nurse, the Administrator, or firefighters.
15. All services not covered by Medicare shall be billed to the resident, family, or sponsor.
16. The cost of admission physical, annual physicals, and regular physician visits for the resident will be billed to the resident, family, or sponsor.
17. All necessary paperwork must be completed by the attending physician before the resident can be admitted to Delmar Gardens of Overland Park.
18. If the resident does not have a personal physician, the nursing home reserves the right to choose one for the resident.
19. All sponsors, family members, and visitors are asked to follow the facility's guidelines.
20. Residents may leave the facility for an overnight stay, unless medically contraindicated.
21. 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.
22. 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.
23. Residents, families, or 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 Overland Park must be admitted upon the recommendation of a physician licensed to practice in the state of Kansas.

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 Specific Diet Treatment

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 Overland Park. 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 Overland Park, you may request medical services be provided by one of our "house" physicians. In most cases, if a resident being cared for by a house 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 Overland Park, 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 and Social Security 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 staying at Delmar Gardens of Overland Park. 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 Overland Park 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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TO COMPLEMENT YOUR CARE

At Delmar Gardens of Overland Park, 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. Physical Therapy evaluation is performed by the Registered Physical Therapist. A treatment plan is then established and approved by the attending physician. Treatment is carried out by the Registered Physical Therapist, twice a day or daily (depending on the physician's orders), five days a week. Charges are billed under Part A of Medicare. Physical Therapy services are continued until the resident no longer qualifies under Medicare guidelines.

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%.

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 six days a week (or as otherwise ordered) by a Restorative Aide. Please contact nursing regarding the fee for this service.

Physical Therapy services are offered six days a week, Monday - Friday, by our highly trained professional staff. If you have questions about any aspect of our Physical Therapy services, contact our Physical Therapy Department.

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 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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TO COMPLEMENT YOUR CARE *(continued)*

Activities

The Activity Department offers a variety of social, educational, religious, intellectual, and recreational programs to provide a more meaningful and enjoyable environment for each resident. Ceramics, cooking, current events, worship services, crafts, movies and bingo are a sampling of the daily events. We encourage the residents to participate as often and as fully as possible. Individual activities are designed for residents who need to remain in their rooms.

Rehabilitation is always a combined effort of each department at Delmar Gardens of Overland Park. The activity staff works in close contact with all other departments to coordinate a program of therapy and activities that will attempt to further the progress of each resident.

Just as “Love is Ageless,” so is learning! Many of our residents arrive at Delmar Gardens of Overland Park convinced that their happy and purposeful existence is at an end. Through the loving and consistent efforts of our experienced activity directors, and with the encouraging assistance of family and friends, the resident can discover many new talents and abilities. Friendships develop in the social atmosphere, and new meaning is given to each day.

Podiatry

A consulting podiatrist provides treatment and prevention of common lower extremity diseases or complications such as ingrown toenails, ulcerations, or thickened mycotic toenails. Services are provided through current Medicare plans and health care policies and may be obtained by notifying the Charge Nurse on your unit.

Dental Services

A consulting dentist offers diagnostic evaluation and treatment of common dental problems. In-house screening is available at your request.

Personal Care

Our Beauty Shop provides complete hair care and manicuring services Tuesday - Friday. Appointments may be made by contacting our Beauty Shop. A barber is also available for your haircutting needs.

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MEDICARE

Delmar Gardens of Overland Park 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, and daily injections 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 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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