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Welcome to Frazier Rehab Institute

On behalf of our team, welcome to Frazier Rehab.

We know that it takes great courage to start the recovery journey and set high goals for your rehabilitation after injury, illness or surgery. We also know that it takes unwavering persistence and commitment to achieve these goals. We are inspired every day by the courage and resilience of the patients and families we serve. Despite the uncertainties, frustrations and disappointments you may face, you are ready and committed to move forward with your recovery.

Thank you for choosing Frazier Rehab. Our team shares the commitment to your recovery. We are passionate about helping you live life to the fullest, no matter what injury, disabilities or complications you may have. “Impossible” is not a word often heard at Frazier Rehab because we believe when the best rehabilitation program is combined with a determined patient and support network, anything is possible.

We have developed this toolkit to help you prepare for your stay at our facility and answer questions you may have now, and some you may not yet know.

Should you or your family have any questions regarding any information contained in this toolkit, please call our Admissions Department at 502.582.7476.

Thank you for entrusting Frazier Rehab with your care.

Sincerely,

Cathy Spalding
Vice President of Operations
Frazier Rehab Institute
Located in Downtown Louisville, Kentucky, Frazier Rehab is a nationally recognized rehabilitation system that’s committed to providing innovative, comprehensive acute and post-acute rehab services to patients and families across the United States. As part of KentuckyOne Health, the largest health system in Kentucky, Frazier Rehab collaborates with leading physicians and researchers at the University of Louisville, and leading advocacy partners to deliver advanced treatments/treatment approaches in Kentucky.

Through an expansive network of over 20 inpatient and outpatient facilities across Kentucky and Southern Indiana, Frazier Rehab provides the best care available in physical medicine, rehab nursing, physical, occupational, recreational and speech therapies, as well as pulmonary rehab, psychology, and neuropsychological testing.

Commitment to Excellence and Innovation

Frazier Rehab has set the standard of excellence in acute rehab therapy since 1954. Our commitment to innovation and providing game-changing therapies in rehabilitation medicine has earned us a reputation across a number of specialties, including:

**Spinal Cord Medicine Program**

Frazier Rehab’s Spinal Cord Medicine Program is one of the nation’s leading acute care rehab programs. Led by Dr. Susan Harkema and our partners at the University of Louisville (UofL), Frazier Rehab’s Spinal Cord Medicine Program also offers unique research opportunities to individuals living with spinal cord injury.

**Disorders of Consciousness – The Brain Injury Program**

Led by nationally recognized brain injury rehab expert, Dr. Darryl Kaelin, Frazier Rehab pioneered the EMERGE program, which helps patients who are unconscious, in a vegetative state, or minimally conscious to regain consciousness, and improve their functional ability and quality of life. Since its inception in 2013, the EMERGE program has changed the lives of many families who were once told there was no hope for their loved ones. **87 percent of the patients** treated in the EMERGE program have emerged into consciousness and transitioned successfully back to their homes.

**Pediatric Rehab Program**

Our best-in-class pediatric rehabilitation program is coordinated by highly skilled therapists dedicated to improving functional outcomes while creating a safe and fun way for children to improve cognition, physical status, and social skills. The program provides a wide range of services to children and adolescents of all ages, birth to 17. It features the state-of-the-art Kosair Charities Pediatric Pavillion which is specifically designed and equipped to meet the rehab needs of children. Notably, program features the Outpatient Pediatric Locomotor Training program.
Collaborating for Cutting Edge Science that Advances Human Ability

At Frazier Rehab, patient care is grounded in science. We continually challenge ourselves to develop and adopt new thinking based on scientific and clinical evidence with the ultimate goal of improving quality of life of people with disabilities. We achieve this goal through collaborative partnerships with the nation’s leading researchers and advocates, including:

The University of Louisville (UofL)
Our partnership with UofL allows Frazier Rehab to provide a unique environment where clinicians and scientists work side-by-side to provide translational research, which is taking it from lab to the clinic that directly benefits you. We are proud to offer the most advanced technologies and treatment approaches so you can be sure your care is situated at the forefront of discovery.

The Christopher and Dana Reeve Foundation NeuroRecovery Network
In collaboration with the Christopher and Dana Reeve Foundation and the National Institutes of Health, Frazier Rehab was designated as the nation’s lead center for the NeuroRecovery Network, which provides locomotor training and other innovative treatments to restore function to people with spinal cord injury and other neurological disorders.

KentuckyOne Health
Frazier Rehab Institute is part of KentuckyOne Health, the largest and most comprehensive health system in the Commonwealth. The organization has more than 200 locations including, hospitals, physician groups, clinics, primary care centers, specialty institutes and home health agencies in Kentucky and southern Indiana. KentuckyOne Health is dedicated to bringing wellness, healing and hope to all, including the underserved.
About  
Frazier Rehab Institute

Advanced Patient-Centered Model of Care
Frazier Rehab is a nationally recognized leader in rehabilitation care. Our inter-disciplinary, patient-centered approach to care provides individualized treatment and support to patients and their families beginning in the acute hospital setting and continuing throughout the lifespan.

Education, Advocacy and Wellness
Knowledge is power. At Frazier Rehab, education is a key component to successful therapy. Our programs are designed to educate and empower patients and their families throughout their stay and beyond. Being knowledgeable about the patient’s condition, therapy techniques and self-management care can help families to feel more comfortable and confident about caring for their loved ones. In addition to hands-on learning during patients’ therapy sessions, patients and their families are encouraged to attend as many of the various educational sessions offered during your stay. This education helps pave the way for a smooth, successful transition and reintegration into the community when patients return home.

More than 60 Years of Rehab Experience
Each year, our staff treated over 1,800 inpatients with injuries, illnesses or congenital conditions that cause physical impairments. Studies show that patients do better when their doctors and staff have extensive experience with their specific conditions and treatment.

Our History
Left ailing and in need of rehab from a car accident in 1929, Amelia Brown Frazier traveled to New York to receive care at The Rusk Institute, a leader in an emerging field of physical medicine and rehabilitation. As a woman of vision she set out to create a comparable facility in Louisville, Kentucky, her home town.

Using her resources and influence, she served as the catalyst for the creation of The Rehabilitation Center, Inc. in 1954. In 1984, the name was changed to the Amelia Brown Frazier Rehabilitation Center in honor and recognition of her leadership to the organization. Today, Frazier Rehab Institute is part of KentuckyOne Health, providing statewide rehabilitation services.

Over the past five decades, Frazier Rehab became the recognized regional leader in rehab care. Creating an unparalleled network of services and locations, the organization now has over 20 locations. Patients come from across the country to receive the care offered at Frazier Rehab. One of the guiding forces of this success has been our relationships with academic partners. Frazier Rehab is the exclusive teaching site for the University of Louisville School of Medicine in physical medicine and rehabilitation medicine, as well as the lead center for spinal cord medicine research, part of the Christopher and Dana Reeve Foundation.

In a year, Frazier Rehab therapists treat:
- 409 stroke patients
- 354 brain injury patients
- 193 spinal cord injury patients
About
Frazier Rehab Institute

Our Mission
The mission of Frazier Rehab is to help those affected by accident or illness achieve their highest level of independence, and well-being.

We are committed to supporting and investing in our communities, providing the best possible patient care, and providing innovative solutions for our patients. Our commitment to innovation and providing evidence-based therapies in rehabilitation medicine has earned us a reputation across a number of specialties, including spinal cord injury, acquired brain injury, stroke, movement disorders, cardiopulmonary disorders, amputee rehab, and pediatric rehab, among others.

Our Identity
Part of KentuckyOne Health, Frazier Rehab is a comprehensive health system strengthened by our Catholic, Jewish and academic heritages and inspired by our shared values.

Our Purpose
To bring wellness, healing, and hope to all, including the underserved.

Our Values
Reverence – Respecting those we serve and those who serve.

Integrity – Doing the right things in the right way for the right reason.

Compassion – Sharing in others’ joys and sorrows.

Excellence – Living up to the highest standards.
What to Expect at Frazier Rehab Institute

Your Room

At Frazier Rehab, our facilities supplement the expertise of our highly trained staff and therapists to provide the most advanced rehab therapies in an attractive, comfortable environment. Our spacious patient rooms feature:

- Spectacular views of the city skyline
- Comfortable private bathroom
- Individual flat-screen television
- Free cable and internet access

Mindful/Wellness Meals and Nutrition

Frazier Rehab is committed to healthy communities. As such, we provide nutritious menu options to nurture our patients. Our goal is to offer Mindful/Wellness Meals that taste good, use fresh ingredients and are nutritious. You will be asked to make meal/snack selections based on your prescribed diet daily, and a Nutrition Services representative will visit you in your room to obtain your meal order. You may also order meals each day between 7 a.m. and 7 p.m., by dialing extension #6767. We coordinate meal times around your therapy schedule and have a registered dietitian available to provide special diet instructions and education during your hospital stay.

Families and visitors may access food or drinks in the vending areas on each patient floor, in the Jewish Hospital Chestnut Café, or in the Outpatient Care Center at the Wall Street Deli. The Jewish Hospital Chestnut Café serves multiple Mindful/Wellness menu selections daily. Please call extension #6767 for extended hours of operation at our Chestnut Café.

Inpatient Amenities

As our guest, you will have access to various amenities including wireless internet access, laundry facilities, mail service and hairstylists, among others. These services are detailed in the Appendix section of this toolkit.

Electronic Devices

Patients are permitted to bring electronic devices such as cell phones, laptops, tablets, etc. Frazier Rehab Institute is not responsible for any lost or stolen items. We also ask that you do not use them during therapy.
### What to Expect at Frazier Rehab Institute

**What to Bring for Your Stay**

<table>
<thead>
<tr>
<th>What to Bring*</th>
<th>What Not to Bring</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Insurance cards</td>
<td>• Valuables such as jewelry</td>
</tr>
<tr>
<td>• A copy of your Advanced Directive (if you have one)</td>
<td>• Heaters, fans, heating pads</td>
</tr>
<tr>
<td>• Clothing – bring comfortable, loose fitting clothes including:</td>
<td>• Inappropriate clothing for therapy such as:</td>
</tr>
<tr>
<td>– Sweat suits, warm-ups or other loose fitting clothes</td>
<td>– Spaghetti strap tops</td>
</tr>
<tr>
<td>– Long pants or knee-length shorts</td>
<td>– Croc shoes, flip flops, sandals, house slippers</td>
</tr>
<tr>
<td>– T-shirt</td>
<td>• Equipment for food or storage</td>
</tr>
<tr>
<td>– Sweater</td>
<td>• Firearms and other weapons</td>
</tr>
<tr>
<td>– Underwear</td>
<td>• Pets</td>
</tr>
<tr>
<td>– Tennis shoes or other well-fitting shoes with laces or Velcro straps</td>
<td>– Patients are not allowed to bring personal pets into Frazier Rehab facilities.</td>
</tr>
<tr>
<td>– Socks</td>
<td>If necessary, a written order from the attending physician will be obtained for the patient’s family to escort the patient outside the facility at an approved location on the campus for visitation with personal pets.</td>
</tr>
<tr>
<td>– Pajamas</td>
<td>• Home medications (unless approved)</td>
</tr>
<tr>
<td>– Personal items such as pictures, a blanket, radio or books</td>
<td>• Cigarettes, electronic cigarettes, etc.</td>
</tr>
<tr>
<td>– Toothpaste and toothbrush</td>
<td>• Live plants or flowers</td>
</tr>
<tr>
<td>– Make-up, hair brush, deodorant</td>
<td>– Live plants or flowers are not allowed beyond the first floor. Some of our patients have decreased immunity due to their medical conditions, and live plants can introduce disease or bacteria that might put them at risk.</td>
</tr>
<tr>
<td>– Glasses, hearing aids and any other special medical equipment that you use</td>
<td></td>
</tr>
</tbody>
</table>

*We recommend writing your name or initials on all clothing or personal items that you bring.*
Your Treatment Team

Staff Identification
All Frazier Rehab staff members are required to wear a picture ID badge. If someone is not wearing a badge, you are entitled to ask his/her name and their role on your treatment team. If you have concerns about anyone providing care to you, please notify your nursing staff immediately.

Your Health Care Team
While at Frazier Rehab Institute, a group of professionals work together with you and your family to coordinate your care, set your goals and keep track of your progress. This is called an interdisciplinary approach to patient care. At Frazier Rehab Institute, the case manager will be the primary individual that you and your family will communicate with regarding progress toward goals.

The Patient
At Frazier Rehab, you are the MVP of the treatment team. We depend on your enthusiasm and active participation to help ensure successful treatment. Without your support, the rehabilitation process just does not work! Rehabilitation is a collaborative process. We encourage you to ask questions, and tell us if you do not understand something. If you have a concern, let us know. We are your partners in your recovery journey.

Family and Caregivers: Your caregiver and loved ones are a vital component to your successful rehab. Family/caregiver involvement is an integral part of your rehabilitation. In addition to being a major motivator, family involvement ensures skills learned in therapy are continued in your daily routine. Family members also may be asked to assist in exercises. When family members feel confident assisting with care, it is profoundly reassuring for both you and your family to know you can begin to operate independent of your therapists. Additionally, we understand that physical impairment affects the entire family. We engage family members in both therapy and emotional support, which could include counseling and support groups. Frazier Rehab staff is dedicated to answering your tough questions and helping you transition to the next phase of your life.

Attending Doctor: Your lead caregiver, the attending doctor is a physiatrist, a specialist in physical medicine and rehabilitation. He/she will direct your care, identify problems and prescribe medication as well as your specific therapy needs.

Case Manager: The individual who coordinates your services to make sure your rehabilitation program meets all your needs within the limits of available resources. He or she informs your insurance company of your progress, helps you plan where you will go after discharge from Frazier Rehab Institute, talks to you about your personal and/or family concerns, provides information regarding community resources, and serves as your family’s main source of information.

Rehabilitation Nurse: A primary nurse will be assigned to you to provide your daily nursing care. Your nurse will also teach you about your physical limitations, changes needed in your life style, medications and specialized care you may need after discharge.

Nursing Assistant: A nursing assistant will help your nurse provide daily care. Your nursing assistant may wake you in the morning, help with breakfast, help you with dressing, bathing/showering and getting you to your scheduled therapy sessions.
Clinical Pharmacist: The clinical pharmacist, along with your health care team, will assess the appropriateness and effectiveness of your medications. Clinical pharmacists have expertise in drug management and serve patients to refine their medication regimens to improve outcomes and safety. Your clinical pharmacist will educate and advise patients regarding their medications to include how best to take and any possible side effects.

Unit Secretary: When you press your call light button, the unit secretary will answer the call. Tell him or her what you need. He or she can ask your nurse or nursing assistant to help you.

Dietitian: Your food and nutrition needs may change after you have had a serious medical event. Our staff will evaluate your changing nutritional needs and talk to you about foods that will keep you healthy, energetic and strong.

Occupational Therapist (OT): Your occupational therapist will help you improve the skills needed to perform self care, participate in leisure activities and return to your routine. Your occupational therapist will also work with you to increase your strength, balance, sensation and coordination. He/she will also help you improve your cognition (thinking) skills and perceptual abilities. You may be encouraged to use some adaptive equipment or adaptive techniques so you can become more independent with your daily routine.

Physical Therapist (PT): Your physical therapist will work with you to improve movement, strength, coordination, balance, sensation and flexibility. The goal is to achieve the highest level of mobility for you both in and outside of the home. Your PT may also recommend the appropriate use of assistive devices such as a walker, cane, braces or wheelchair.

Speech Language Pathologist (SLP): A speech language pathologist addresses communication skills such as speaking, listening, reading, writing and thinking. Speech language pathologists also treat swallowing problems.

Clinical Psychologist: A psychologist will be available to assist you and your family in understanding and coping with your medical condition. Individual, group and family counseling may be helpful in assisting you and your family to adjust to the illness/injury and assess and treat thoughts, feelings, and behaviors that might be difficult to manage.

Therapeutic Recreation Specialist: Recreation and leisure activities are an important part of your treatment plan and life. Your therapeutic recreation specialist will help you identify new leisure activities, adapt previous activities as needed, and assist you in navigating and problem-solving in the community through outings and group activities. The therapeutic recreation specialist may incorporate animal-assisted therapy.

Pulmonary Rehab Therapist: Your pulmonary rehab therapist will work with you to help improve your breathing. The goal will be to help give you tools to use not only while in rehab but also after you are discharged. Your therapist will teach breathing retraining exercises and if you are using supplemental oxygen, breathing treatments, a ventilator or sleep equipment proper use of this equipment. If you have a tracheostomy tube the therapist will help teach how to take care of the trach at home.

Respiratory Therapist (RT): The respiratory therapist will come to bedside and help with breathing treatments. They will also help you understand the correct way to use the medicines.

You will recognize hospital staff by their identification badges. Employees, volunteers and vendors are required to wear name tags. If someone is not wearing a name tag, ask for his or her name. You are entitled to know the identity of anyone who provides care for you.
Your Treatment Team

Your Treatment Plan
Upon arriving to Frazier, the evaluation process will begin. This process will involve:

- Reviewing medical records and history.
- Discussing your goals.
- Evaluating your current level of functioning/skills.
- Determining a treatment plan - with your input!
- Establishing the discharge plan

Ways you can assist with this process:
- Providing accurate history.
- Informing team about your preferences, patterns, and needs.
- Seeking guidance from treating therapists on exercises you may do between therapy sessions.
- Maintain a positive attitude toward the therapy process.

What to expect:
- Most patients receive 3 hours of therapy, five out of seven days per week.
- Limited therapy services are provided on Saturday and Sunday.
- A therapy schedule is provided to each patient in the morning, reflecting the day’s schedule.
- Your therapy schedule will be adjusted to meet your medical needs.
- Please discuss scheduling concerns and preferences with your therapist.
- A weekly team rounds meeting will occur to review your medical needs, progress toward your goals and discharge plans.
Family and Visitor Guidelines

For the safety of our patients and their visitors, we ask that your visitors follow these rules:

**Visiting hours at Frazier Rehab are 9 a.m. – 9:30 p.m. everyday**

We ask your family and friends to plan their visits around your therapy and evening care schedule. Optimal visiting times are after therapy has ended for the day, usually around 4:30 p.m.

• There is a limit of 2 visitors per room during visiting hours (exceptions may be approved by nursing management).

• Visiting hours/visitors may be restricted by your physician as deemed appropriate for your well-being.

• Children less than 12 years of age may visit if accompanied by an adult and visitation is limited to the patient’s room or designated visiting areas.

• Visitors should be free from fever and flu-like symptoms for at least 48 hours before visiting and should not have any sort of infectious disease (e.g., chicken pox).

• All visitors must follow isolation precautions as posted which may include wearing a gown, gloves, and/or mask.

• Visitors/family members should not move the patient or assist the patient to the restroom, unless they have been trained to do so by the therapy team. Please call our nursing staff to assist you in these activities.

• Visitors are not allowed in therapy gym during therapy sessions unless it is a scheduled family training session or unless deemed appropriate by the treating therapist.

**Overnight Visitors**

• If the patient is in a private room, one person at least 18 years of age may stay in the room overnight.

• Overnight visitors should store belongings properly to ensure adequate space for patient care activities.

• No overnight visitors are allowed to stay in a semi-private room.

• We may, in consultation with your physician, restrict overnight visitors as deemed advisable for your well-being.
Family and Visitor Information

Family Teaching Sessions

Frazier Rehab involves the patient’s family in regular family teaching sessions with the rehab team to learn about the patient’s care and progress. Meetings are generally held throughout the day and the family may also need to work with nursing staff in the evening.

Personal Pets

Patients are not allowed to bring personal pets into Frazier Rehab. If necessary, a written order from the attending physician will be obtained for the patient’s family to escort the patient outside the facility at an approved location on the campus for visitation with personal pets. Frazier Rehab does offer Animal Assisted Therapy through the Therapeutic Recreation department.

Housing and Accommodations

If additional lodging accommodations are needed for loved ones, there are several different options from which you can choose. Many Louisville hotels offer discounted rates for Frazier Rehab guests, and other affordable accommodations can be found through local housing organizations. These options are detailed in the Appendix section of this toolkit.

Parking at Frazier Rehab

To better serve individuals visiting our downtown medical campus facilities, we provide one free parking pass in each patient’s admission packet:

• The patient may give this pass to one individual
• The free parking pass is good for the month issued plus the first 7 days of the next month. New passes are distributed each month.
• Free valet parking is for patients ONLY
• Valet parking is available for guests at $8.00 per day
• Additional passes for family and visitors of a patient can be purchased from Premier Parking (in booth in parking garage)

• Standard Rates:
  0 to 1 hour.......................... $1.00
  1 to 2 hours ........................ $2.00
  2 to 3 hours ........................ $3.00
  3 to 4 hours ........................ $4.00
  4 to 5 hours ........................ $5.00
  5 to 24 hours ......................... $7.00
  Lost tickets .......................... $7.00

• Daily Parking Rate: ..................... $7.00
• Weekly Parking Pass:.............. $10.00 (for patients/visitors)

Transportation

In the Appendix of this toolkit you can find details on Louisville’s bus system which provides easy access to Frazier Rehab.
Know Your Prescribed Medications

One of the best things you can do to help your recovery is to take your medication as directed. This, along with your rehab therapy, will help you in your recovery progress.

- It is important to understand what each medication is for so please don’t hesitate to ask your doctor if you do not understand.
- Keep a list of all the medication you are taking (including over-the-counter). Anyone caring for you medically needs to know what medications you are taking. After Discharge:
  - Use a pill organizer to dispense your medication daily so you remember what medications to take when and insure you are taking them every day or as prescribed. A shared care plan will be provided...
  - Keep a consistent schedule for taking your medications. Use visual reminders or an alarm to ensure you don’t miss a dose.

Wash Your Hands

The most important thing you can do to help prevent infections is to wash your hands. You, and all of your visitors, should wash hands after touching objects or surfaces in the hospital, before eating, and after using the restroom. It is an expectation that all staff at Frazier Rehab frequently clean their hands.

Handwashing Tip

Wash your hands with soap and warm water for 15 to 20 seconds. That’s about the same amount of time that it takes to sing the “Happy Birthday” song two times.
Staying Safe and Healthy
During Your Stay

Preventing Falls
Depending on each patient’s individual situation, falls may be more or less likely for some. Regardless of the patient’s condition, a fall can be detrimental to their health and rehabilitation progress. While at Frazier Rehab, we encourage our patients, with assistance from their family and/or caregivers who have been trained, to follow these steps to make a fall less likely:

Patient Wristbands
Upon admission, all patients will be given a white ID wristband that contains important information that our staff will verify before administering any medications or procedures. In addition to the ID wristband, additional bands of different colors may be placed on your wrist to assist our staff in keeping you safe. Each band color represents a different level or assistance/care that may be needed to keep you safe. Your treatment team will help you understand what each band means. Please keep your wristbands on at all times.
Frazier Rehab is committed to helping our patients reach the best recovery possible. The recovery process is a journey and we want you to have all the tools necessary to understand your rehabilitation care and can process the emotional impact that an injury or medical condition has on you, your family and friends. Included in this section is information on the resources available to you at Frazier Rehab and through outside support groups.

Education is a vital component of your rehab stay. We provide individual education and educational groups and resources for patients and families. The groups we offer include education on brain injury, stroke, spinal cord injury, and pulmonary disease.

Michael Brent Resource Center

Located on the 11th floor of Frazier Rehab, the Michael Brent Resource Center is an area for inpatients, outpatients, families and community groups to meet and access resources to better understand their medical condition. The Center is open Monday through Friday, from 8 a.m. – 4:30 p.m.

The Center provides information to patients and their families about spinal cord injury (SCI) and other disabilities. Functioning as a lending library of books, magazines, DVDs, and CDs, the Center also provides computers with adaptive access to the internet. The Center is supported by Friends for Michael Inc., a non-profit group dedicated to raising funds and awareness of spinal cord injury in memory of Michael Brent.
Early Planning for Future Transitions

Transitioning back home and reintegrating into your community after an injury can be complicated and rewarding. Changes to your lifestyle and daily routines before injury or therapy are inevitable, and it is our intent to thoroughly prepare you for your discharge. That’s why we start preparing for your transition early on in your treatment. Our therapy programs are designed to assist patients in re-learning skills and regaining independence. Your case manager will work closely to support your transition.

Also, consider the following transition tips from other patients and families to start thinking about and preparing for your transition.

**Tips for Preparing to Go Home**

- Write down what your doctors and nurses say.
- Ask questions until you understand and get the answers you need.
- Make lists of what needs to be done, who can do it, and who can help.
- Talk with other patients and families people in the hospital to help you prepare and know what to expect.
Your Therapy Team
at Frazier Rehab Institute

Use this page to note contact information of your treatment team and other key details:

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Use this section to note your thoughts or useful information you receive during your time at Frazier Rehab.

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Frazier Rehab Campus Map
220 Abraham Flexner Way | Louisville, KY 40202
Inpatient Amenities at Frazier Rehab

**Laundry:**
There are laundry facilities located on both the 8th floor and the 10th floor in the vending areas adjacent to the restrooms for patient use.

**Mail Service:**
Mail is delivered daily to patient rooms. You may also leave outgoing mail at the nurses’ station. Friends and family may send cards and letter to patients with the patient’s name and room number clearly displayed on the envelope in care of:

Frazier Rehab Institute | c/o John Doe, Room 100 | 220 Abraham Flexner Way | Louisville, KY 40202

**Wireless Internet:**
Follow these steps to access the guest wireless network from your personal computer:

1. Ensure your device’s wireless capabilities are turned on.
2. Search for available wireless networks and select “Guest”.
3. Once the wireless connection has been established, open up a new web page in your device’s default browser. (Note: If a previously visited page displays on your browser, you will need to refresh the page or open a new page.)
4. A message with important information about internet access will appear on the newly opened webpage. If you agree with the terms of access, select “Log on as a Guest.” Note: You may also be prompted with a security question to allow the connection to be established. If you are OK with this, select “Accept” or “OK.”
5. If you are not connected to your normal homepage within 20 seconds, close and re-launch the browser. You should now have connectivity to access the web and externally available applications.

**Additional Tips**
- If you are initially unable to connect to the guest network or obtain an error message when connecting, try rebooting your device, turning the wireless network off and back on, and following the above instructions again.
- Guest network connectivity is disabled after 10 minutes of inactivity. If this occurs, follow the above instructions to reconnect to the network.
- During times of peak wireless activity, you may lose your connection or experience slow internet speed. When this occurs you may attempt reconnecting in the lobby or other area of the facility, or wait until peak activity subsides. (Note: The guest wireless network may not be available in all areas at all times. Clinical devices will get first priority in connecting to the wireless access points.)

**Telephone:**
You will have a private telephone so that your family and friends can call you between the hours of 7 a.m. – 9:30 p.m. Calls at other times will be answered by our operator so that you can sleep.

- To make a local call: Dial 9, then the number.
- To make a long distance call: Dial 0, then ask for a long-distance operator. Note, long-distance calls require a credit card.
**APPENDIX**

**TV:**
You can control your television with the “nurse-call/pillow speaker.”

**TV Channel Listings**

<table>
<thead>
<tr>
<th>Channel</th>
<th>Station</th>
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<td>2</td>
<td>NBS (WAVE)</td>
<td>13</td>
<td>BET</td>
<td>26</td>
<td>ESPN News</td>
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<tr>
<td>3</td>
<td>FOX (WDRB)</td>
<td>14</td>
<td>Bloomberg (financial)</td>
<td>27</td>
<td>FOX News</td>
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<td>4</td>
<td>WB (WBKI)</td>
<td>15</td>
<td>Boomerang (cartoons)</td>
<td>28</td>
<td>History Channel</td>
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<td>6</td>
<td>ABC (WHAS)</td>
<td>16</td>
<td>Cartoon Network</td>
<td>29</td>
<td>Nicktoons</td>
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<td>7</td>
<td>UPN (WFTE)</td>
<td>20</td>
<td>CNN</td>
<td>30</td>
<td>SPIKE TV</td>
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<td>8</td>
<td>CBS (WLKY)</td>
<td>21</td>
<td>C-Span</td>
<td>31</td>
<td>TBN (Christian network)</td>
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<td>9</td>
<td>A &amp; E</td>
<td>22</td>
<td>Discovery Channel</td>
<td>32</td>
<td>TBS (general entertainment)</td>
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<td>10</td>
<td>ABC Family Network</td>
<td>23</td>
<td>ESPN</td>
<td>33</td>
<td>TNT</td>
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<td>11</td>
<td>American Movie Classics</td>
<td>24</td>
<td>ESPN 2</td>
<td>34</td>
<td>USA</td>
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<tr>
<td>12</td>
<td>Animal Planet</td>
<td>25</td>
<td>ESPNU Classics</td>
<td>35</td>
<td>Weather Channel</td>
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</tbody>
</table>

**Banking:**
The there is an ATM located on the first floor of Frazier Rehab.

**Hair Stylist:**
A hair stylist is available each week to cut and/or style your hair. Notify your nurse if you want access to this service. You will need to pay the stylist at the time of service.

**Notary Service:**
If you require a notary service, please notify your case manager and they will help to secure this service for you.
About Louisville

Since the 1830s, Louisville has maintained its standing as the largest city in Kentucky and upheld the state’s national reputation for horse racing and baseball. The city’s historical origins and multicultural heritage, a combination of American South and Midwest influences, are apparent in the city’s diverse music and arts communities. Downtown Louisville houses a plethora of venues, galleries and boutiques celebrating the work of artists, musicians, actors and comedians.

Louisville Facts

• Based on the 2015 US Census, the Louisville metropolitan area had a population of 615,366.

• The Louisville metropolitan area is often referred to as Kentuckiana because it includes counties in Southern Indiana.

• The city is also the birthplace of exceptionally smart and talented individuals like former President Abraham Lincoln, Pee Wee Reese, Muhammad Ali, Diane Sawyer, and Jennifer Lawrence.

Frazier Rehab is Committed to Our Community

Founded in Louisville more than 60 years ago, Frazier Rehab is deeply rooted in this community, and we are devoted to meeting the rehab therapy needs of the patients and families we serve. That’s why our approach to care extends beyond the clinical setting, to investing in the communities that we live in and serve.
Activities in Louisville

Louisville, Kentucky has lots of fun and exciting local attractions open to visitors of all ages including:

**Belle of Louisville**
Belle of Louisville is the oldest operating Mississippi River-style steamboat in the world. The Belle of Louisville invites tourists to take a tour of Louisville’s downtown attraction.

401 W River Rd | Louisville, KY 40202 | P 502.574.2992
Monday and Wednesday, 9 a.m. – 5 p.m.
Tuesday, Thursday, Friday, and Saturday, 9 a.m. – 7 p.m.
Sunday, 10 a.m. – 1 p.m.

**Churchill Downs**
Churchill Downs, the Thoroughbred racetrack most famous for hosting the Kentucky Derby, holds horse races for those interested in attending a sporting event.

700 Central Ave | Louisville, KY, 40208 | P 502.636.4400
Call to confirm hours of operation.

**Fourth Street Live!**
Fourth Street Live! is Louisville’s premier dining and entertainment destination located in the heart of downtown Louisville, Kentucky.

420 W Liberty St | Louisville, KY 40202 | P 502.584.7170
Monday through Saturday, 10 a.m. – 7 p.m.
Sunday, 12 – 5 p.m.

**Jefferson Memorial Forest**
Located just 15 miles south of downtown Louisville, Jefferson Memorial Forest gives you the opportunity to experience nature at its most spectacular without leaving the city.

11311 Mitchell Hill Rd | Fairdale, KY 40118 | P 502.368.5404
Monday through Saturday, 8:30 a.m. – 4:30 p.m.
Sunday, 10 a.m. – 3 p.m.

**Kentucky Derby Museum**
Kentucky Derby Museum is an American Thoroughbred horse racing museum located on the grounds of Churchill Downs.

704 Central Ave | Louisville, KY 40208 | P 502.637.1111
Monday through Saturday, 8 a.m. – 5 p.m.
Sunday 11 a.m. – 5 p.m.

**Kentucky Museum of Art and Craft**
Kentucky Museum of Art and Craft explores the relationship between art and craft.

715 W Main St | Louisville, KY 40202 | P 502.589.0102
Monday through Saturday, 10 a.m. – 5 p.m.
Sunday, 11 a.m. – 5 p.m.

**Kentucky Science Center**
Kentucky Science Center encourages people of all ages to do science in engaging, educational and entertaining ways to inspire a lifetime of learning.

727 W Main St | Louisville, KY 40202 | P 502.561.6100
Monday through Thursday; Sunday, 9:30 a.m. – 5 p.m.
Friday and Saturday, 9:30 a.m. – 9 p.m.

**Louisville Slugger Field**
Louisville Slugger Field, home of the Louisville Bats, is one of the most exciting and attractive sites in minor league baseball.

401 E Main St | Louisville, KY 40202 | P 502.212.2287
Monday through Friday, 9 a.m. – 5 p.m.

**Louisville Slugger Museum & Factory**
At the Louisville Slugger Museum & Factory, visitors can take a tour of where the official bats of Major League Baseball, Louisville Slugger bats, are made.

800 W Main St | Louisville, KY 40202 | P 877.775.8443
Monday through Saturday, 9 a.m. – 5 p.m.
Sunday 11 a.m. – 5 p.m.

**The Water Works Museum**
Water Works Museum showcases Louisville Water’s vast archive of historic photographs, films and memorabilia, and allows visitors to discover the company’s contributions to safe drinking water through its innovations in science and engineering.

3005 River Rd | Louisville, KY 40207 | P 502.897.1481
Wednesday through Friday, 10 a.m. – 5 p.m.
Saturday and Sunday, 10 a.m. – 3 p.m.

**Louisville Waterfront Park**
Louisville Waterfront Park hosts over 120 events every year including concerts, festivals, volleyball tournaments and WFPK Waterfront Wednesdays concert series

River Rd | Louisville, KY 40202 | P 502.574.3768
Monday through Sunday, 6 a.m. to 11 p.m.
APPENDIX

Louisville Zoo
Louisville Zoo invites visitors to enjoy its rides and attractions and partake in a variety of activities including behind-the-scenes tours, zookeeper talks and animal demonstrations.

1100 Trevilian Way | Louisville, KY 40213 | P 502.459.2181
Sept. 28, 2015 through March 11, 2016, 10 a.m. – 4 p.m.
March 12, 2015 through Sept. 30, 2016, 10 a.m. – 5 p.m.

The Muhammad Ali Center
The Muhammad Ali Center is a multicultural center dedicated to the life of Muhammad Ali. The Center museum’s showcases Muhammad Ali’s legacy and the six core principles that have fueled his journey.

144 N 6th St. | Louisville, KY 40202 | P 502.584.9254
Tuesday through Saturday, 9:30 a.m. – 5 p.m.
Sunday, 12 p.m. – 5 p.m.

Muth’s Candy Store
Muth’s Candy Store is a classic candy store that encourages customers to indulge on a wide variety of sweet including double-dipped malted milk balls and chocolate-covered modjeskas.

630 E Market St. | Louisville, KY 40202 | P 502.585.2952
Tuesday through Friday, 8:30 a.m. – 4 p.m.
Saturday, 10 a.m. – 4 p.m.

Speed Art Museum
Speed Art Museum is the oldest and largest museum in Kentucky and showcases multiple art exhibits and collections for individuals interested in international arts. Museum admission is FREE on Sundays.

2035 South Third St. | Louisville, KY 40208 | P 502.634.2700
Tuesday through Saturday, 10 a.m. – 5 p.m.
Sunday, 12 – 5 p.m.

Yew Dell Botanical Gardens
Yew Dell is an internationally-recognized center of gardening, plants and education that offers the public exceptional display gardens, an ambitious slate of education programs and community events, ongoing garden plant research and hiking trails.

6220 Old Lagrange Rd. | Crestwood, KY 40014 | P 502.241.4788
Tuesday through Saturday, 10 a.m. – 4 p.m.
Sunday, 12 – 4 p.m.

Local Shops and Restaurants
There are several nearby restaurants, grocery stores and pharmacies available to you, during your visit at Frazier Rehab.

Restaurants
Following is a selection of local restaurants that are in close proximitiy to Frazier Rehab. A full list of all Louisville restaurants can be found on the Greater Louisville Convention and Visitors Bureau’s website: gotolouisville.com/eat/index.aspx

Bearnos Pizza
Delivery Available

Bendoya Sushi Bar
217 S 5th St. | Louisville, KY 40202 | P 502.581.0700
Monday through Friday, 11 a.m. – 3:30 p.m.

The Café
712 Brent St. | Louisville, KY 40204 | P 502.589.9191
Monday through Saturday, 7 a.m. – 4 p.m.

Decca Restaurant
812 E Market St. | Louisville, KY 40206 | P 502.749.8128
Monday through Thursday, 5 a.m. – 11 p.m.
Friday & Saturday to 5 a.m. – 1 a.m.

The Old Spaghetti Factory
235 W Market St. | Louisville, KY 40202 | P 502.581.1070
Monday through Friday, 11 a.m. – 2 p.m.; 5 p.m. – 10 p.m.
Saturday, 11:30 a.m. – 11 p.m.
Sunday, 12 p.m. – 10 p.m.

Harvest Restaurant
624 E Market St. | Louisville, KY 40202 | P 502.384.9090
Tuesday through Thursday, 11 a.m. – 2:30 p.m.
5 p.m. – 9:30 p.m.
Friday, 11 a.m. – 2:30 p.m.; 5 p.m. – 11 p.m.
Saturday, 10 a.m. – 2:30 p.m.; 5 p.m. – 11 p.m.
Sunday, 10 a.m. – 2:30 p.m.

Jimmy John’s
Delivery Available

Panera Bread
Delivery Available

Saffron’s Persian Cuisine
131 W Market St | Louisville, KY 40202 | P 502.584.7800
Monday through Friday, 11 a.m. – 9:30 p.m.
Saturday, 1 p.m. – 9:30 p.m.
Sunday, 1 p.m. – 8 p.m.
Sicilian Italian and Pizza
Delivery Available

Rye
900 E Market St. | Louisville, KY 40206 | P 502.749.6200
Monday through Thursday, Sunday, 5 a.m. to 11 p.m.
Friday & Saturday to 5 a.m. to 12 a.m.

Wild Eggs
121 South Floyd St. | Louisville, KY 40202 | P 502.690.5925
Monday through Friday, 6:30 a.m. – 2:30 p.m.
Saturday and Sunday, 7 a.m. – 3 p.m.

Wild Ritas

Grocery Stores
Kroger
924 S 2nd St. | Louisville, KY 40203 | P 502.589.1025
Monday through Sunday, 7 a.m. – 10 p.m.

The Reynolds Grocery Store
1813 Frankfort Ave. | Louisville, KY 40206 | P 502.893.8919
Tuesday through Friday, 10 a.m. – 8 p.m.
Saturday & Sunday 11 a.m. – 6 p.m.

ValuMarket
1250 Bardstown Rd. | Louisville, KY 40204 | P 502.459.2221
Monday through Sunday, 7 – 12 a.m.

Pharmacies
CVS
4th Street / Muhammad Ali

Walgreens Pharmacy
200 E. Broadway | Louisville, KY 40202 | P 502.568.4864
Monday through Friday, 8 a.m. – 10 p.m.

Housing and Accommodation Options
If additional lodging accommodations are needed for loved ones, there are several different options from which you can choose. Many Louisville hotels offer discounted rates for Frazier Rehab guests, and other affordable accommodations can be found through local housing organizations. These options are detailed below.

Local Hotel Options

Courtyard by Marriott
100 S. Second Street | Louisville, KY 40202 | P 502.562.0200

Fairfield Inn & Suites by Marriott
100 E. Jefferson Street | Louisville, KY 40202 | P 502.569.3553

Hampton Inn
101 E. Jefferson Street | Louisville, KY 40202 | P 502.585.2200

Hyatt Regency
311 S. 4th Street | Louisville, KY 40202 | P 502.581.1234

Residence Inn by Marriott
333 E. Market Street | Louisville, KY 40202 | P 502.589.8998

Galt House Hotel
140 N 4th Street | Louisville, KY 40202 | P 502.589.5200

Other Lodging Options

Hospital Hospitality House of Louisville
120 West Broadway | Louisville, KY 40202 | P 502.625.1360
hhhlouisville.org

Ronald McDonald House Charities of Kentuckiana
550 S. 1st Street | Louisville, KY 40202 | P 502.581.1416
Transportation
Transportation in Louisville is based primarily on private vehicles, however, there are several transportation options:

**Car Rentals**
- **Enterprise Rent-A-Car**
  - P 502.896.9988 | enterprise.com
- **Budget Rentals**
  - P 502.366.8555 | budget.com

**Bus Service**
- **Megabus**
  - P 877.462.6342 | megabus.com
- **Greyhound**
  - P 502.561.2805 | greyhound.com

**Taxi & Car Service**
- **TARC**
  - P 777.7777
- **Green & Orange Cab of Louisville**
  - P 502.635.6400 | greentaxicab.com/
- **Yellow Cab**
  - P 502.214.7505 | goloucab.com

Patient Rights
The following statements are a summary of your rights and responsibilities as a patient:

**A patient has the right to:**

- Treatment, care and services within the hospital’s capacity and mission and in compliance with law and regulation.
- Have cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
- Personal dignity.
- Pastoral and other spiritual services.
- Participate in developing, implementing and revising the care plan.
- Make informed decisions regarding care.
- Formulate advance directives and to have providers comply with these directives.
- Have family or a representative and his/her physician notified promptly of admission.
- Personal privacy.
- Receive care in a safe setting.
- Have access to protective and advocacy services.
- Be free from all forms of abuse or harassment.
- Confidentiality of clinical records including limiting the release or disclosure of patient information.
- Pain management.
- Access information contained in his/her clinical record within a reasonable timeframe, and the right to request amendment to, and receive an accounting of disclosures of the information.
- Be free from restraints or seclusion that are not medically necessary or used as a means of coercion, discipline, staff convenience or retaliation.
- An environment that preserves dignity and contributes to positive self-image.
- Receive adequate information about the person(s) responsible for the delivery of the patient’s care.
Your Health Care Experience

KentuckyOne Health and Frazier Rehab are committed to providing an excellent health care experience. All hospital team members have a responsibility to help resolve patient and/or family concerns, and have been empowered to do so. We believe all patients have the right to voice concerns and ask questions about the care they receive without being afraid their care will be affected.

If you have a complaint, discuss it with the staff member who is working with you. If that person is unable to address your complaint, please ask to speak to the director or clinical manager of the unit. If they cannot help you, contact our facility and ask for patient advocacy department.

To file a formal grievance, send a letter stating your concerns to our facility. Please state in your letter that you are filing a formal grievance and include specific details regarding your concern. This letter should be sent to the attention of the administrative office of the hospital at:

Frazier Rehab Institute | 200 Abraham Flexner Way | Louisville, KY 40202

If you prefer, you may also contact the following:

Kentucky Cabinet for Health Services Office of Inspector General
Division of Licensing and Regulations
908 West Broadway | Louisville, KY 40203 | P 502.595.4079

The Joint Commission
One Renaissance Blvd. | Oakbrook Terrace, IL 60181 | P 800.994.6610
complaint@jointcommission.org