

# PATIENT AND FAMILY HANDBOOK



**TIRR**  
**MEMORIAL**  
**HERMANN**  
Rehabilitation & Research



You and your family have made an important decision in selecting a rehabilitation facility. Thank you for choosing TIRR Memorial Hermann. We are here to help you reach your goals.

TIRR Memorial Hermann is a place for amazing breakthroughs. You are now the center of your treatment team, which consists of affiliated

physicians, therapists, clinicians and nurses all dedicated to your rehabilitation. There's a lot of experience and expertise at work here. For more than 50 years, we have been providing exemplary services to people who need rehabilitation. TIRR Memorial Hermann has been recognized as one of "America's Best" in *U.S. News & World Report's* annual survey of hospitals since the survey began in 1990.

We care about you and we want you to regain the highest quality of life possible. Together, we can achieve remarkable things by combining your desire, our resources, and the support of your family and friends.

Warm regards,

Carl E. Josehart  
Chief Executive Officer  
TIRR Memorial Hermann



I am pleased to have the opportunity to serve our patients as chief medical officer at TIRR Memorial Hermann.

Patient safety is a core value at TIRR Memorial Hermann and across the Memorial Hermann Healthcare System. Physicians here are committed to maintaining Memorial Hermann's position of national leadership, which

led to the prestigious 2009 National Quality Healthcare Award, presented by the National Quality Forum in partnership with Modern Healthcare and the Studer Group.

As you may know, TIRR Memorial Hermann is a teaching hospital for The University of Texas Health Science Center at Houston (UTHealth) Medical School and Baylor College of Medicine. I am committed to expanding clinical services, providing excellent learning and teaching opportunities for our residents and fellows, and growing our clinical and basic science research in collaboration with other institutions across the country.

The physicians and staff at TIRR Memorial Hermann are dedicated to your recovery, safety and emotional wellbeing, as well as advancing the field of rehabilitative medicine. We will work together with you and your family and friends to improve outcomes, offer hope and maximize your independence.

Sincerely,

Gerard E. Francisco, M.D.  
Chief Medical Officer, TIRR Memorial Hermann  
Chair, Department of Physician Medicine and Rehabilitation  
The University of Texas Health Science Center at Houston  
(UTHealth) Medical School



*About the Cover:*

Jared Dunten, M.F.P.A., painter, writer and fundraiser  
TIRR Memorial Hermann Patient, 2000

To view Jared's artwork and read his bio, please visit [jdunten.com](http://jdunten.com)

"I will paint myself out of this wheelchair."

Jared and his friends Marty Butler, Adam Butler and Craig Parker founded Will Walk ([willwalk.org](http://willwalk.org)), a foundation that works in conjunction with the Lone Star Paralysis Foundation and other organizations to raise funds for the first U.S. human clinical trial of adult stem cell therapy for spinal cord injury patients.

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## Welcome to TIRR Memorial Hermann

Thank you for choosing TIRR Memorial Hermann (The Institute for Rehabilitation and Research) for your rehabilitation needs. We take your trust seriously and are dedicated to making your stay at TIRR Memorial Hermann successful. This guide provides helpful information about our hospital. You will receive more specific information about your program of care from your treatment team.

Founded in 1959 in the Texas Medical Center, TIRR Memorial Hermann is a not-for-profit rehabilitation provider serving the needs of individuals who have sustained catastrophic injury or illness.

- **TIRR Memorial Hermann**, an acute rehabilitation hospital providing inpatient rehabilitation services for adult and adolescent patients with various types of injuries and illnesses resulting from trauma, stroke, tumors and progressive diseases.
- **TIRR Memorial Hermann Adult and Pediatric Outpatient Rehabilitation** provides Outpatient Rehabilitation and Day Rehabilitation services to adult, adolescent and pediatric patients who no longer require 24-hour nursing care. Day Rehabilitation includes the Challenge Program, specialized Day Rehabilitation for persons recovering from a brain injury or stroke.
- **TIRR Memorial Hermann Physician and Specialty Clinic** is a physician-based clinic designed to meet the various needs of individuals who require initial or continuing rehabilitation care with a physician.

In July 2006 TIRR Memorial Hermann joined the Memorial Hermann Healthcare System, an integrated health system serving the Greater Houston area and Southeast Texas. TIRR Memorial Hermann is accredited by The Joint Commission and its programs are accredited by CARF, the Commission on Accreditation of Rehabilitation Facilities.

## Our Philosophy

TIRR Memorial Hermann's philosophy of rehabilitation is that our patients and families have the right and the responsibility to make informed decisions about their futures. TIRR Memorial Hermann gives you the information and skills to be as independent and healthy as you can be. We assist you, your family and caregivers to see beyond disability to the possibilities of your future.

## Patient's Rights and Responsibilities

TIRR Memorial Hermann recognizes the rights of human beings for independence of expression, decision and action, and will protect these rights of all patients, regardless of age, in order that their needs for privacy and personal dignity be considered and preserved.

In order to provide quality healthcare to patients and their families, TIRR Memorial Hermann maintains that our patients have the:

1. Right to the facility's reasonable response to treatment requests within the facility's mission
2. Right to equal access to treatment
3. Right to be free from all forms of abuse
4. Right to access protective and advocacy services
5. Right to considerate, courteous and respectful care
6. Right to an environment that preserves dignity and contributes to a positive self image
7. Right to make healthcare decisions about the plan of care, including managing pain effectively, and to accept or refuse treatment
8. Right to participate in treatment and discharge plans
9. Right not to receive excessive or unnecessary medications
10. Right to effective communication and involvement in all aspects of care
11. Right to know the identity of healthcare staff and physicians providing care
12. Right to receive information about a treatment or procedure in order to give an informed consent
13. Right to be free from restraints of any form which are not medically necessary
14. Right to access an interpreter
15. Right to formulate advance directives
16. Right to appoint a surrogate decision-maker
17. Right to personal privacy and confidentiality of health information
18. Right to information about patient rights and the information on how to resolve patient complaints, grievances and conflicts
19. Right to participate in ethical issues, including resolution of problems regarding healthcare decisions
20. Right to be informed of human research and educational projects affecting treatment
21. Right of access to medical record
22. Right to request and receive an itemized bill
23. Right to request to be roomed separately from adult patients (minors)
24. Right to regular communication between the minor patient and the patient's family

### **Patient's Responsibilities**

1. Responsibility for providing information about present complaints, past illnesses, hospitalizations, medications and other matters related to health status
2. Responsibility for following the treatment plan, facility rules and regulations
3. Responsibility for refusal of treatment
4. Responsibility for providing the facility with a copy of an advance directive, if one exists
5. Responsibility for financial obligations, to be fulfilled as promptly as possible
6. Responsibility for being considerate of the rights of others
7. Responsibility for personal health, recognizing the impact life-style choices have on personal health

For more detailed information, please ask your social worker or visit the For Consumers section on [www.tirmemorialhermann.org](http://www.tirmemorialhermann.org).

### **Ethics Concerns and Issues**

TIRR Memorial Hermann offers a dedicated ethics concerns and issues phone line for patients and families, as well as our staff. The number is 713.797.5796. Messages are checked daily and calls are returned by the following business day.

### **Get Connected**

We invite you to join our "Calendar of Events" e-mail distribution list so we can send you information about events and educational opportunities at the hospital.

#### **We will send updates on:**

- Spinal Cord Injury education classes
- Brain Injury and Stroke education classes
- Weekend education groups
- Therapeutic activities
- Important events

#### **To join:**

- 1 Send an e-mail from your preferred e-mail account to:  
[TIRRCcommunications@memorialhermann.org](mailto:TIRRCcommunications@memorialhermann.org)
- 2 Write "Calendar of TIRR Events" in the subject line

Thanks for participating in these education opportunities and activities with your family member or friend!

### **Available Podcasts**

**Online Resources & Publications for TBI patients are available at <http://tbicomunity.org/resources/index.htm>**

***I Have a What? A Guide for Coping with Mild TBI*** (PDF file)

***I Have a What? A Guide for Coping with Moderate-to-Severe TBI*** (PDF file)

***Increasing Community Awareness of TBI and Reducing Attitudinal Barriers - A Video Series*** is an online resource for persons with TBI and their friends, families, co-workers and others.

***Is This Normal? Expectations after Traumatic Brain Injury and Helpful Tips*** (PDF file), a guide for brain injury survivors and their families created by Jason Ferguson, a TBI survivor, and his wife Susannah.

***Making Connections after Brain Injury: A Guide for Social Peer Mentors*** (PDF file)

***Picking Up the Pieces after TBI: A Guide for Family Members*** (PDF file)

***Systematic Approach to Social Work Practice: Working with Clients with Traumatic Brain Injury*** (PDF file)

### **Purchase Pre-paid SmartChips and Save on Parking Fees**

Pre-paid SmartChips offer discounted rates and unlimited in-and-out privileges. If you plan to park for several days or make repeated trips to the Texas Medical Center, consider one of these Pre-paid SmartChip options:

#### **\$52 Pre-paid SmartChip**

- Pay \$52 and get \$60 in parking value
- No expiration date
- Active on first entry after purchase
- Use at the entry and exit, no need to stop at a Pay Station
- The remaining value is displayed when used at entry and exit
- A maximum of \$12 is deducted from the SmartChip each calendar day (midnight to midnight)

#### **\$100 Pre-paid SmartChip**

- Pay \$100 and get \$115 in parking value
- No expiration date
- Active on first entry after purchase
- Use at the entry and exit, no need to stop at a Pay Station
- The remaining value is displayed when used at entry and exit
- A maximum of \$12 is deducted from the SmartChip each calendar day (midnight to midnight)

## **Where to Purchase Texas Medical Center**

### **Pre-paid SmartChips**

Texas Medical Center Pre-paid Smartchips are available for purchase at these pay stations across the Texas Medical Center Campus:

- Garage 1 - South Pay Station Enclosure
- Garage 1 - North Pay Station Enclosure
- Garage 2 - Level 2 Skybridge to St. Luke's Episcopal Hospital
- Garage 2 - Level 1 Lobby East End
- Garage 4 - Level 2 Skybridge to Memorial Hermann-TMC
- Garage 7 - Level 3 Skybridge to The Methodist Hospital
- Garage 10 - Level 3 Skybridge to MD Anderson Cancer Center
- **DD Lot - TIRR Memorial Hermann Lobby**

## **Legal Resources for Persons with Disabilities**

The Southwest ADA Center is the Southwest's leading resource on the Americans with Disabilities Act and related disability rights laws. The Center is one of the National Network of Centers funded by the National Institute on Disability and Rehabilitation Research (NIDRR) of the Department of Education. Although the Center is based at TIRR Memorial Hermann, the Center is independent of TIRR Memorial Hermann and TIRR Memorial Hermann does not exercise any degree of oversight of the Center.

Call toll-free 1.800.949.4232 (voice or TTY) or 713.520.0232 (voice or TTY) or visit our Web site at [swdbtac.org/index.html](http://swdbtac.org/index.html) to find out more about your rights under the ADA.

For more information on access or referral to legal entities, please visit the For Consumers section on [www.TIRR Memorial Hermann.org](http://www.TIRR Memorial Hermann.org).

## **Advance Directives**

Advance directives are documents that state your choices about medical treatment and name someone to make decisions for you about your medical treatment if you are unable to do so or have an irreversible condition. If you have an advance directive prior to admission, please be sure to provide a copy to the Admissions department or to your social worker. If you would like to complete one during your inpatient admission, please see your social worker.

Advance directive information is available upon request in the outpatient setting, however advance directives are not honored in this setting. Out of hospital Do Not Resuscitate (DNR) orders are honored in the outpatient settings, but a copy must be provided.

## **Expectations of Patients, Families and Caregivers**

The most important members of your rehabilitation team are you and your caregivers. You will participate in setting goals, program planning and therapy activities, as well as

in education and training activities that are critical to your overall success. It is also important that during your stay you work with the team on discharge planning, including making decisions about who will be your caregivers and where you will live when you leave the hospital.

In order for your rehabilitation and discharge to be successful, you and your caregivers need to learn about your care as quickly as possible, and practice these skills while you are at TIRR Memorial Hermann. The staff members work with you to help you learn new skills in your therapy sessions. You and your caregivers then need to practice these exercises, daily living and hygiene activities, transfers, and other activities and skills to get ready for discharge. We also strongly encourage you and your caregivers to participate in rounds, conferences, support groups, counseling sessions and educational activities.

## **Guest Relations**

Please contact a TIRR Memorial Hermann employee or manager at any time with any concerns you may have. If the employee or manager does not resolve your concerns, please call our Guest Relations line at 713.797.5959. If the guest relations coordinator is not available (for example, after hours or on weekends), please ask the operator to page the operations administrator. Your concern may be submitted either verbally or in writing. The hospital will review your concern and work to resolve it within a reasonable time frame.

You may submit a complaint directly to the Texas Department of State Health Services, Health Licensing and Compliance Division. The complaint may be mailed or faxed, or you may call the Complaint Hotline:

### **Health Facility Licensing and Compliance Division**

#### **Texas Department of Health**

1100 West 49th Street, Austin, TX 78756

Fax 512.834.6653

Complaint Hotline toll-free 1.888.973.0022

You may also submit a complaint or a concern about patient safety and quality of care to one of the following organizations:

**Texas Medical Foundation or TMF** (TMF handles all complaints or concerns for people with Medicare in Texas).

To submit a complaint to TMF in writing, mail your letter requesting review to:

### **TMF Health Quality Institute**

#### **Review and Compliance**

Bridgepoint I, Suite 300

5918 West Courtyard Drive

Austin, TX 78730-5036

To request a Quality of Care review, please call TMF's beneficiary complaint helpline at 1.800.725.8315 or contact

1.800.MEDICARE (1.800.633.4227) and ask for the Quality Improvement Organization to file a complaint.

**Commission on Accreditation of Rehabilitation Facilities (CARF) International**

4891 E. Grant Road  
Tucson, AZ 85712 USA  
520.325.1044 or toll-free voice/TTY 1.888.281.6531 or  
toll-free voice 1.866.510.2273  
520.318.1129 fax  
www.carf.org

Office of Quality Monitoring

**The Joint Commission**

One Renaissance Boulevard  
Oakbrook Terrace, IL 60181

- Written documentation can be sent to the address listed above.
- Fax your request to 630.792.5636.
- E-mail your request to [complaint@jointcommission.org](mailto:complaint@jointcommission.org).
- Call The Joint Commission directly at 1.800.994.6610.

Medicare beneficiaries also have the right to seek review by the Quality Improvement Organization of Texas for quality of care issues and coverage decisions, or to appeal a premature discharge. Information concerning these rights is provided to Medicare beneficiaries in the document named "An Important Message from Medicare," which Medicare beneficiaries receive at the time of admission.

## OUR FACILITY

### Smoking

Smoking is discouraged on the TIRR Memorial Hermann Campus and is only allowed in the designated smoking area. To access the smoking area from the Moursund Lobby, exit the front door and turn right to go down the sidewalk. The smoking area is located on the side of our building facing Parking Garage 6. A covered bench area is available as well as a non-covered bench area. Please use the receptacles available to dispose of your cigarette.

You may wish to stop smoking during your inpatient stay. Please talk with your physician who will help you with a smoking cessation plan.

### Safety and Security

#### **General Security Procedures**

Most entrances are locked at 6 p.m. daily. The Moursund entrance (with the large blue awnings) remains open until 9 p.m. It is also the only entrance open on weekends. Please do not exit locked doors, as you will not be able to reenter.

All TIRR Memorial Hermann employees wear identification badges.

Any security issues should be reported to a nurse manager or operations administrator (OA).

#### **Officer on Duty**

Memorial Hermann Security Officers are on duty for your safety and security 24 hours a day, seven days a week.

#### **Fire**

All staff members are trained to properly respond to fire situations and we test the fire alarm system regularly. The public address system will be used to notify everyone in the event of a test.

#### **Valuables and Money**

TIRR Memorial Hermann is not responsible for loss or damage of personal items or valuables. Do not bring expensive or sentimental items of any kind. We ask that you send any valuables home.

#### **Alcohol and Drug Policy**

TIRR Memorial Hermann complies with local, state and federal laws and regulations concerning the use and distribution of alcohol and drugs, including controlled substances other than prescribed medications.

- TIRR Memorial Hermann does not permit staff, patients or visitors to consume, use or possess alcoholic beverages or other non-prescribed drugs (including but not limited to controlled substances such as marijuana, cocaine or heroin) while on TIRR Memorial Hermann premises or on TIRR Memorial Hermann-sponsored outings.
- A patient possessing any form of alcohol, controlled substance or other behavior-modifying drug not prescribed by a TIRR Memorial Hermann physician may be given a warning or discharged immediately as decided by the physician and rehabilitation team.
- Illegal drugs are not permitted.
- A TIRR Memorial Hermann physician will order an alcohol/drug screen test if he or she believes the patient is under the influence of alcohol or a controlled or illegal substance.
- Because of the possibility of harmful effects and potential drug interactions, patients may take only medication prescribed by the attending physician. All other medications in the patient's possession must be sent home with a responsible caregiver. This is required upon admission, and also when returning from passes.

All persons admitted to TIRR Memorial Hermann, either as an inpatient or outpatient, must comply with this policy as a condition of admission and treatment.

Patients with a history of alcohol or substance abuse and patients requesting assistance with drug or alcohol problems will receive information and education about substance abuse

and outside referrals if needed. Drug and alcohol education is available to both inpatients and outpatients, and everyone, including the family, is encouraged to participate to increase their awareness of drug and alcohol abuse after injury.

### **Handguns and Other Weapons**

Handguns and other weapons are not allowed on TIRR Memorial Hermann property per state and local laws.

### **Secure Unit / Armbands**

The 3rd and 6th floor units are secured for the safety of patients who may become confused. A staff member must swipe his/her badge by a card reader to call an elevator or open the stairwell doors. Please request assistance from a staff member when leaving one of these units. Colored armbands also indicate whether or not a patient is allowed to leave the floor alone. Only patients with a green armband may leave the unit unescorted. Patients with yellow armbands may leave with a **trained caregiver**. When leaving with a patient, please sign off the unit or out of the gym. Patients with red armbands must be with a TIRR Memorial Hermann staff member when leaving the unit. Please notify a nurse immediately if you see a patient with a red or yellow armband attempting to leave the unit alone.

## **Telephone Use**

### **Bedside Phone**

Telephone service is provided at your bedside. If calling a TIRR Memorial Hermann hospital number from your room, dial only the extension (the last four digits of the phone number). Local calls outside the hospital are free of charge; dial 9 to access a line. Long distance calls must go through the TIRR Memorial Hermann operator. Dial "0" and the operator will assist you. You can make long distance calls by using a calling card, placing a collect call or billing all charges to your home number. Incoming calls can be received at your bedside phone from 8 a.m. to 10:30 p.m. After that time, urgent calls are received at the nurses' station.

Your occupational therapist will work with you to help you use the phone as independently as possible.

If you are in need of a TTY phone, please let your nurse know and we will supply one for your use during your stay at TIRR Memorial Hermann.

## **Cashier / ATM**

The cashier is located on the 1st floor in the Physician and Specialty Clinic (see map on inside back cover) and is available from 8 a.m. to 4 p.m. each weekday, with the exception of Thursdays when the hours are 8 a.m. to 3:30 p.m. Checks returned for insufficient funds will be charged a service fee.

An automatic teller machine (ATM) is located in the Moursund lobby across from the operator's desk (see map).

## **Parking and Public Transportation**

- There are several parking garages near the hospital and a satellite parking lot on the Texas Medical Center Campus. If you park for five or more consecutive days, you may purchase a TMC Visitor Parking Pass which is less expensive than paying on a daily basis. The card allows visitors unlimited 24-hour in-and-out access to convenient parking for TIRR Memorial Hermann and most other TMC Campus locations for the amount of days purchased. You may purchase these cards at any Easy Pay station. No refunds or exchanges are possible. Patient and Visitor Parking Guides and maps of the Texas Medical Center are available in the lobbies, cafeteria, Admissions department and Social Work department.
- Contact the Metropolitan Transit Authority (city bus system) at 713.635.4000 for information about local bus routes and schedule information. They also provide free bus service throughout the Texas Medical Center and to the satellite parking lot. Please contact the Social Work office at 713.797.5201 for a map or further assistance.

For your convenience, maps of the 1st floor and parking areas are included at the end of this guide.

## **Lost and Found**

Lost and Found is located at the telephone operator's desk in the Moursund Lobby.

## **Volunteer Services**

### **Gift Shop**

The Korner Store is operated by the The Auxiliary to TIRR Memorial Hermann. A portion of the proceeds from the sale of items in the store goes to provide equipment and services needed by the hospital.

The Korner Store sells basic necessities, including toothpaste, toothbrushes, deodorant, mouthwash and shaving cream. It also carries greeting cards, wheelchair gloves, clothing, handbags, gift items, snacks, T-shirts and more. Hours of operation are 9 a.m. to 4 p.m., Monday through Friday.

### **Shampoo and Cut**

The Volunteer Office can arrange for a shampoo, cut or style by a hairstylist. Call 713.797.5225 to schedule these services. The Auxiliary to TIRR Memorial Hermann pays \$15 per visit toward the total cost of the hair care services provided. The patient/family is responsible for the balance due at the time of service.

## **Library**

The TIRR Memorial Hermann Library is located on the 1st floor. The Library is open Monday through Friday. Hours of operation vary. Everyone is encouraged to browse through our collection of more than 2,500 books and view any of the educational

videotapes. Internet access is available with the assistance of the librarian. Contact the librarian at 713.797.5947 if you have any questions.

## Newspaper

The *Houston Chronicle* is available for purchase at a news rack located outside the building at the Lamar Fleming entrance (see map on inside back cover). Free copies of The Houston Press are also available at this location.

## Computers and Wireless Access

TIRR Memorial Hermann is wireless. Patients and family members will be able to use their personal laptop computers to stay in touch while at TIRR Memorial Hermann. Or you may use the computers located on the 3rd floor of Dunn Tower and the Library (see map on inside back cover). Users will find the network is identified on the computer as “MHGuest.”

The patient’s wireless access is separate from the hospital’s secure network to prevent access into confidential patient records and other sensitive materials. Please keep in mind that certain sites are blocked by the Memorial Hermann Internet, including social networking sites like Facebook and My Space. If you choose to use your own laptop and wireless card, you should be able to access those sites.

*Please note: if you choose to bring a computer, TIRR Memorial Hermann cannot be held responsible for theft, damage or storage.*

## SPECIAL ASSISTANCE

### Interpreter Services for Non-English Speaking and Hearing-Impaired Patients

- Language Line interpreter services for non-English speaking and hearing-impaired patients will be provided at no cost to ensure effective communication with patients and families about orientation information, clinical updates, education and family training.
- The assigned social worker will arrange for the appropriate translation services.

### Your Spiritual Needs

- TIRR Memorial Hermann recognizes the importance of an individual’s spiritual life in the adjustment to an injury. Each individual’s expression of spirituality will be respected and supported by staff. Please tell your social worker if you have any special requirements, such as designated times for prayer during the day.
- The chaplain is available throughout the week. You may contact the chaplain by calling extension 5795, by paging

through the operator, or by asking your social worker to arrange a visit. A list of ministers and chaplains for specific denominations is also available from the chaplain or from the Volunteer and Social Work departments.

- A minister of your faith is welcome to visit during your stay. It is the responsibility of the patient or family to notify their minister.
- Weekly interdenominational services are held in the hospital chapel located on the 1st floor on Sundays, beginning at 11 a.m.
- A Catholic priest provides communion in the chapel and on the patient units every Sunday. Please contact your social worker for the scheduled times.

## Notary

Notary services are available for your convenience. Contact your social worker for information about availability.

## Washer and Dryer

A washer and dryer are available on Units 3C and 5 for use by patients and families. Please bring your own laundry supplies, as TIRR Memorial Hermann does not provide these.

## PATIENTS, FAMILIES AND VISITORS

### Visiting Rules

#### Visiting Hours

Regular visiting hours are from 9 a.m. to 9 p.m. every day.

We ask your caregivers and friends to plan their visits around your therapy and evening care schedule. It is especially important that visitors leave by 9 p.m. or earlier (unless they are participating in a scheduled training session) so that you have time to complete evening care and still get to sleep early enough for a good night’s rest. Visits may be restricted based on individual patient needs and activities. For clinical and safety reasons, we ask that patients with brain injury have no more than two visitors at a time.

#### Overnight Stays

1. One overnight visitor may stay with a patient. If the patient requests more than one overnight visitor, approval must be obtained from the clinical manager and/or operations administrator (OA).
2. Visitors are not allowed to use the patient’s equipment or sleep in any patient bed.
3. Children under the age of 18 may not be left overnight in a patient room.
4. Overnight visitors are requested to bring their own personal care items. TIRR Memorial Hermann will not provide chargeable items to overnight visitors.
5. Overnight visitors will not stay near staff work areas.

6. Overnight visitors are to be up and dressed and the sleeping area cleaned by 7 a.m.
7. Overnight visitors are permitted to shower in the patient's bathroom as long as it does not interfere with the performance of care and hygiene needs for patients.
8. The overnight visitor is asked to stay in the room after 10 p.m.
9. Overnight visitors should let the staff know by 8 p.m. if they will be spending the night.
10. When a patient is a minor, only family members or guardians will be permitted to stay overnight.
11. Visitors will be allowed to stay overnight in an occupied semi-private room; however, approval from the other patient in the room must be obtained.
12. A designated TIRR Memorial Hermann staff person will check all patient rooms beginning at 10 p.m. to determine the number of visitors staying overnight and to make sure visitors staying overnight are located out of the staff work areas to prevent any injury to the staff or visitors.

### **When Children Visit**

For the safety and the comfort of our patients, we have special policies regarding visits by children.

1. Parents must check with the nurse before bringing a child under 12 to visit.
2. Children must be accompanied and supervised by an adult at all times. Please do not allow children to run or play in the hallways.
3. Children are not permitted to visit if they have a fever or have been recently exposed to chicken pox, measles, mumps or other childhood illnesses.

### **Lodging**

The Social Work department maintains a list of local hotels with shuttle service as well as free apartments sponsored by a local church coalition. Please be aware that the free apartments often have a waiting list. In addition, the Ronald McDonald House provides temporary lodging for families with children being treated for serious illnesses in the Texas Medical Center. The age limit for a child is 17 years. Please see your social worker if assistance is needed with temporary lodging.

### **Your Room**

#### **Bed Assignments**

Rooms are assigned based on availability, a patient's medical needs, and the patient population. It may be necessary to change rooms throughout your stay. There are very few private rooms at TIRR Memorial Hermann and these are generally used for patients requiring isolation. When a change in room assignment is necessary, efforts will be made by the nursing staff to notify you as soon as possible.

### **Patient Room Guidelines**

It is important to us that you are comfortable and safe during your time at TIRR Memorial Hermann. Keeping your room neat promotes health and safety. All food must be sealed and labeled with the patient's name, room number and date. Food remaining in the refrigerator after 72 hours will be discarded. We ask that you follow these rules during your stay:

1. Limit the number of flower arrangements. You, your roommate and staff need easy access to all areas of the room.
2. Do not store food in your room. Food brought from outside the hospital may be kept in a refrigerator on the patient unit. The Department of Health has strict rules on storage of food. These rules are posted on the door of the unit refrigerator for your convenience.
3. For safety reasons, please do not place any items on the window sill.
4. Cards and posters should be limited to the wall-board space provided.
5. Do not put anything on top of the light fixture above the bed as this could create a fire hazard.
6. All electrical items brought from home must be checked and labeled before use. Tell your nurse if you have items to be checked.
7. Do not bring appliances (microwaves, small refrigerators, etc.) or additional furniture. Extra items create safety hazards for the patient and staff, prevent the patient's mobility, and can hamper the staff's ability to get to a patient quickly.

### **Signing Out**

Patients are required to sign out at the nurse's station or the gym when leaving the unit at any time other than scheduled treatment times.

### **Television**

Televisions must be turned off by 10:30 p.m. or you must use earphones. Please request earphones from your nurse. We have a limited number of TV/VCR/DVDs for personal use and a small library of videos and DVDs. You may also bring your own videos or DVDs from home. Please check with your nurse if you want to borrow equipment.

### **Photos and Videotapes**

If you want to take photos or videos, there are certain guidelines you must follow. If you are in an area where other patients are present, you must ask a staff member for permission before taking a picture or video. If a staff member believes that another patient will be included in the picture then the staff member will suggest another angle. If the photo or video will include any staff member, please ask permission of the staff member before taking the picture or the video.

## Television channels available at TIRR Memorial Hermann

#	Channel	#	Channel	#	Channel
4	2 KPRC NBC	23	USA	35	ESPN Classic
5	CNN	24	The Weather Channel	37	Telefutera
6	8 KUHT PBS Public/Educational	25	TBS	38	Galavision
7	11 KHOU CBS	26	Discovery	39	Trinity Broadcasting Network
9	39 KIAH - The CW	27	The Learning Channel	40	National Geographic
10	13 KTRK ABC	28	The Family Channel	41	FX
14	Univision	29	American Movie Classics	42	Speed
15	Telemundo	30	ESPN 1	43	Fox Sports
17	Chapel	31	KRIV Fox 26	44	Fox Sports Alt.
20	Fox News	32	KTXH 20 My TV	45	TIRR TV (Education Channel)
21	TNT	33	ESPN 2	46	CSPAN 1
22	Cartoon Network	34	ESPN News	47	NASA-TV

## You Will Need

### **Clothing**

Please have several changes of clothes that are casual and loose fitting. We suggest:

- One pair of firm, flat shoes with non-skid soles, preferably athletic shoes or sneakers.
- Short or long pants made of cotton or other such fabric. Pants with thick seams, such as jeans, should be avoided, particularly by patients who are less mobile. Pants made of parachute material are slick and may slide too easily, causing a safety concern. However, the slickness makes some activities easier. Please check with your therapist whether pants made of parachute material are appropriate for you.
- Sweatshirts and sweatpants. Again, please ask staff members about bringing items made of parachute material.
- Shirts, blouses and dresses without waistbands.
- One button-up sweater or jacket.
- Underwear and socks.
- Pajamas or gowns.

You or your caregivers are responsible for your laundry.

### **Personal Articles**

Please have:

- Toothbrush and toothpaste
- Shampoo
- Hairbrush and comb
- Deodorant
- Makeup
- Eyeglasses, contacts, eyewear container, contact cleaner
- Hearing aids and fresh batteries
- Dentures, container and denture cleaner

- Shaving materials
- Necessary equipment that you already have, such as a wheelchair, orthotic or prosthetic device, brace, skin check mirror, sliding board, abdominal binder, support hose, etc. Do not bring any other medical equipment without prior approval from your physician at TIRR Memorial Hermann.
- If you brought a battery charger for a power wheelchair, please be sure the charger is tagged by a TIRR Memorial Hermann staff member as personal property. It is your responsibility to request the charger be brought to you from the charging room in the basement of the hospital on the day of discharge. If the charger is left at TIRR Memorial Hermann and must be shipped back to you, shipping will be at your expense.

### **Labels**

Please label equipment and other personal belongings in permanent ink, including but not limited to:

- Clothing
- Eyeglasses or contact lens container
- Hearing aid container
- Denture container
- Prosthetic or orthotic devices
- Abdominal binder, corset or support hose
- Ventilator
- Suction machine

### **Electronic Equipment**

You may bring electronic equipment such as a small radio, shaver or hair dryer, but these items must have a safety check by TIRR Memorial Hermann's Maintenance department before use. This can be arranged with your nurse.

### **Medications, Dietary and Herbal Supplements**

The patient may take only medications prescribed by the attending physician because of possible harmful effects and potential interactions. All other medications, dietary supplements and herbal supplements must be sent home with a responsible caregiver upon admission and upon returning from pass.

### **Meals**

#### **Meals on your unit**

Three meals are delivered to your bedside each day. Some patients participate in group dining on their units, when appropriate. Discuss all special dietary needs or preferences with the clinical dietitian or with the attending physician.

Please fill out your menu order form carefully so that Food and Nutritional Services can provide the meal of your choice. You may select from the alternative menu if you are not satisfied with the choices on the regular menu. Your dietitian will supply you with an alternative menu upon your request. If you choose items from this menu, please write your choices on the regular menu jacket for each meal. If you have a problem with your meals or need assistance filling out menu requests, a volunteer or food service employee will be glad to help. Call 713.799.6912.

Guest trays are available for visitors who wish to dine with the patient in his or her room. Please pay in advance at the cafeteria cash register: Breakfast \$4.00, Lunch \$6.00, Supper \$6.00, plus tax. You may pay in advance for more than one meal. Request a printed menu from the cafeteria team leader by showing your cash register receipt. Please return the menu with personal selections to the cafeteria. The guest tray will be delivered on the meal cart at the same time as the patient's meal.

#### **Cafeteria**

You may choose to eat in the cafeteria instead of on the patient care unit if you have **no diet restrictions**. Notify us of your decision by writing "cafeteria" on your patient menu. You may spend up to \$4 for breakfast and up to \$6 each for lunch and dinner. You are responsible for paying the cashier any amount exceeding these limits.

#### **Cafeteria Hours of Operation:**

Daily: 7 - 9:45 a.m., 11 a.m. - 8 p.m.

#### **Vending Machines**

Vending machines are located in the hallway leading to the cafeteria.

## **PATIENT SAFETY**

TIRR Memorial Hermann is committed to providing a safe environment for our patients, visitors and staff.

### **Infection Control**

We live in a world of germs. Bacteria, viruses and other infectious organisms can be found on the skin, in the saliva, urine, feces and blood. Most germs won't harm you. However, there are some bacteria and viruses that can make you sick. Therefore, it is important that we work together to reduce the spread of infections. You and your family can help prevent the spread of germs by washing your hands, practicing respiratory etiquette, such as covering your cough, and adhering to isolation precautions. If you have any questions regarding the prevention of the spread of infections, please contact the Infection Control specialists or ask the nursing staff.

#### **Hand Hygiene**

**Hand Washing** is the single most important way to prevent the spread of disease. It is important to wash your hands when they are visibly dirty, before eating and after using the restroom. To effectively remove germs from your hands, follow these simple steps:

1. Wet hands with water, keeping hands lower than the elbows.
2. Apply hospital-approved soap or hand antiseptic. Liquid soap dispensers are available at every sink.
3. Use friction to clean between fingers, palms, back of hands, wrists, forearms, under nails and around jewelry, for a minimum of 15 seconds.
4. Rinse hands with water and dry thoroughly with a disposable towel.
5. Use a clean towel to turn off the faucet.

Wash your hands or use hand sanitizer each time you enter and exit a patient room.

When your hands are not visibly dirty, an alcohol-based hand sanitizer\* is an appropriate means of hand hygiene. When decontaminating hands with hand sanitizer, apply product to the palm of one hand and rub hands together covering all surfaces of hands and fingers until hands are dry. Hand sanitizer dispensers are located throughout the hospital in the hallways, patient rooms, gym and recreational areas.

\* Hand sanitizer is not used with patients with *C. difficile* (a specific infection that causes diarrhea) as it is not effective against the organism.

#### **Respiratory Etiquette**

Respiratory infections, such as the common cold and flu, are often spread from person to person when an individual coughs or sneezes. These germs can be spread through the air or by contaminated hands. To help prevent the transmission of

respiratory infections, it is important to practice respiratory (cough) etiquette by adhering to the following measures:

- Cover your nose and mouth when coughing or sneezing.
- Use tissues to contain respiratory secretions and dispose of them in the nearest waste receptacle after use.
- Perform hand hygiene after having contact with respiratory secretions and contaminated objects/materials.

### **Isolation**

There are some cases in which additional levels of protection are required to prevent the spread of disease. If you have a contagious infection or an organism that does not respond well to medication, you may be placed in Isolation Precautions. A sticker will be placed on your door to alert visitors and staff that additional protection is required before entering your room. A supply cart containing gowns, gloves, masks and other required equipment will be available. Contact Isolation, the most common form of Isolation Precautions, is often utilized to prevent the spread of antibiotic-resistant bacteria such as MRSA and VRE.

If you are in isolation, please do not take your cup to the nutrition room. Bags are provided to fill with ice for your cup.

### **Patient Identifiers**

Patient safety guidelines require that staff utilize “double identifiers” before administering medications or procedures. This means that a staff member will check your wristband to verify your name and patient number before giving you your medications or doing any procedures. This practice has helped to reduce errors that can be harmful.

### **SPEAK UP Program**

TIRR Memorial Hermann encourages patients and families to help us in our efforts to ensure patient safety. TIRR Memorial Hermann supports the Speak Up program sponsored by The Joint Commission. The Speak Up program urges patients to get involved in their care. We want you to feel comfortable to “speak up” to your nurse, physician, case manager or any other team member if something does not seem right. It is better to address questions and concerns immediately and directly. The following tips in the Speak Up program highlight ways patients can have safe healthcare experiences.

- **Speak up** if you have question or concerns, and if you don’t understand, ask again. It’s your body and you have a right to know.
- **Pay attention** to the care you are receiving. Make sure you’re getting the right treatments and medications by the right healthcare professionals. Don’t assume anything.
- **Educate yourself** about your diagnosis, the medical tests you are undergoing and your treatment plan.

- **Ask** a trusted family member or friend to be your advocate.
- **Know** what medications you take and why you take them. Medication errors are the most common healthcare mistakes.
- **Participate** in all the decisions about your treatment. You are the center of the healthcare team.

## **YOUR TREATMENT TEAM AND PROGRAM**

### **Your Rehabilitation Team**

Your rehabilitation team will consist of many different health professionals. They will assess your needs and work together to develop goals and carry out your rehabilitation program. Your team may include some or all of the following:

- **Physicians** affiliated with TIRR Memorial Hermann coordinate the development and implementation of your rehabilitation plan and manage medical issues.
- **Case Managers** coordinate your overall program and communicate with insurance representatives.
- **Social Workers** help you and your caregivers understand and participate in the rehabilitation process, adjust to the changes in your life, explore available options and services, and develop plans for your return home and to the community.
- **Nursing staff**, including registered nurses, licensed vocational nurses and patient care assistants, are trained to provide nursing care for individuals requiring specialized rehabilitation. The care they deliver is designed to prevent complications, support your adaptive capabilities, provide comfort and teach you to care for yourself when you leave the hospital.
- **Occupational Therapists** assist with the development of daily living skills, and provide training in the use of adaptive and mobility equipment to encourage independence.
- **Physical Therapists** work on mobility skills and help improve strength, range of motion, balance, coordination and function.
- **Respiratory Therapists** work with patients requiring ventilators and other respiratory care.
- **Speech-Language Pathologists** help enhance communication, cognitive skills and swallowing function.
- **Psychologists and Neuropsychologists** assist with the emotional and mental adjustments to illness or injury, and assess cognitive skills.
- **Therapeutic Recreation Specialists** assess leisure lifestyle, assist in learning new leisure skills and organize recreational activities.
- **Music Therapists** provide additional opportunities to learn and practice physical and cognitive skills through rhythm and music.

- **Rehabilitation techs** assist the therapists in helping to provide therapy.
- **Clinical Dietitians** evaluate nutritional needs and dietary preferences, and develop an appropriate plan.
- **Pharmacists** assess your response to medications and implement appropriate monitors to ensure the best outcomes with your drug therapy. They will also educate you about your medications prior to discharge from the hospital.

In addition to the above, there may be occasions when your team includes physician consultants, external case managers, orthotists or prosthetists, and vocational counselors. Each patient's situation is different, and the team members vary according to an individual's needs.

## Team Rounds and Conferences

Once a week your interdisciplinary team reviews your progress in reaching your goals and planning for your discharge from the hospital. Goals are added, updated and revised at that time. Your treatment plan and progress are reviewed regularly with you and/or your caregivers.

Your social worker may schedule other conferences with you and your caregivers to discuss certain aspects of your progress. Your attending physician and other members of your treatment team may be present.

## Daily Schedule

Therapy is part of your daily routine at TIRR Memorial Hermann with one day of rest scheduled per week. Your morning and evening routines (hygiene, dressing, toileting, etc.) will be integrated into the training process. Therapy will consist of individual, group and educational sessions. Your daily schedule is posted in your room. Therapists begin seeing patients as early as 7 a.m. You are expected to know and follow your own schedule whenever possible.

Therapy on holidays is based on individual patient need.

The nurses and therapists will schedule family training.

Please check with the nursing station regarding any appointments, both within TIRR Memorial Hermann and at other locations. You may also check your schedule on the electronic scheduling board near the nursing station, which will be listed by room number.

## Passes

Your physician and team may approve two therapeutic day passes and/or one overnight pass. This enables you to practice skills learned in rehabilitation. Passes are only provided if your medical condition permits, if your caregivers have been trained and cleared in the appropriate skills, if there are therapeutic goals for the pass, and if your payor permits.

Your case manager will be in contact with your insurance carrier to verify that passes are possible.

All passes must be requested by Thursday noon for the upcoming weekend. You will be able to leave after 10 a.m. or when any scheduled therapy is completed. Please let the nurses know what time you plan to leave so that any required medications may be given. Plan on returning to the unit by 6 p.m. so that any required evening activities may be completed and you are sufficiently rested for the next day. Evening passes are subject to physician and payor approval.

Requests for evening and emergency passes will be considered on an individual basis.

## Outside Appointments and Transportation

During your stay at TIRR Memorial Hermann, you may need to go out to another location for certain tests and procedures. Your attending physician orders these appointments and will discuss these with you. Your case manager determines providers who are in your insurance network. However, in-network providers are sometimes unavailable, depending on the type of service and the urgency of the need. In this case, the patient or responsible party is required to pay the co-payment or other charges for any outside physician visits or tests. If you have any questions about what financial arrangements you might need to make, a contact name and phone number for the physician or facility will be provided to you.

Your primary nurse and case manager will handle arrangements for the scheduling, transportation and other details of these appointments and tests. Based on your medical needs, they will determine if transportation provided by TIRR Memorial Hermann (a specially equipped wheelchair van) is appropriate, or if an ambulance is necessary. Your primary nurse will discuss this with you. Some patients will require a responsible family member or designated person who has been trained to accompany them to outside appointments.

## Input from Patient and Caregivers on Services Received

It is our policy to actively seek feedback from our patients to ensure that the TIRR Memorial Hermann programs help persons with disabilities to achieve a life of dignity, independence and productivity. We use your feedback to recognize employees for their good work and to improve our services. You may receive a post-discharge call from a member of the TIRR Memorial Hermann staff to inquire about your stay and your transition home. You may also receive a call from a third-party patient satisfaction company. We appreciate the time you take to give your open and honest feedback. You also may put a suggestion in the public suggestion box located near the dining room on the 1st floor.

## DISCHARGE

Our goal at TIRR Memorial Hermann is to provide you with high-quality rehabilitation services so that you are able to function in the community. Therefore, we immediately begin planning for discharge before or soon after your admission.

It is important to know where you will be going and who your caregivers will be after your inpatient stay. **These are very important decisions for you and family members to make, and require a great deal of thought and planning. Therefore, we ask that you begin planning as soon as you come to TIRR Memorial Hermann.** Your treatment team at TIRR Memorial Hermann can assist you with this decision. Your social worker and case manager will work with you closely on these and other decisions that must be made for discharge.

### Discharge Guidelines

Discharge will occur when one of more of the following happen:

- Your goals have been met.
- Inpatient hospitalization is no longer required.
- There is documented lack of progress toward completion of your goals.
- You or your caregivers do not comply with the treatment program.
- You or your caregivers request discharge, either with the consent of the physician and team or against medical advice (AMA).
- Your rehabilitation program is interrupted by a medical emergency or procedure.
- Your payor denies further treatment.

### Medications and Supplies

Our pharmacy does not accept insurance drug plan cards. Therefore, if you would like to use your insurance pharmacy benefits, you will need to plan ahead. Please ask for discharge prescriptions at least a day ahead, and have them taken to your community pharmacy before the day of discharge, since some of the medications may not be in stock and will need to be ordered. If further assistance is needed with discharge prescriptions, please see your case manager or social worker. If you plan to use the TIRR Memorial Hermann pharmacy, be prepared to pay by cash, credit card or check.

### Discharge Supplies

Some insurance plans provide medical supplies for use at home. The case manager can arrange for a prescription detailing your supply needs and make arrangements with a provider within your insurance network, if covered by your plan. Please see your case manager if you need help. TIRR Memorial Hermann is not able to provide discharge supplies without prior approval from your insurance plan.

### Equipment

Equipment and assistive devices are an important part of rehabilitation, and can allow a person who has difficulty with certain functions to perform those functions more effectively. Your therapists and nurses will determine any special equipment needs you will have following discharge from TIRR Memorial Hermann. Equipment is purchased or rented from outside vendors. If you prefer a certain vendor, we need that information as soon as possible. Otherwise, we try to use vendors who are in your insurance network, since that may mean less out-of-pocket expense for you. However, there may be times that we will need to use an out-of-network vendor because an in-network vendor cannot supply the equipment needed. If this happens, we will work with you on available options.

Our goal is for you to have all your equipment by the time you are discharged. However, custom equipment may not be ready by your discharge date. In the case of wheelchairs, it may be necessary to use a loaner chair from the durable medical supply company.

### Your Medical Records

Information about your care is confidential, and TIRR Memorial Hermann recognizes the importance of protecting your privacy. With certain exceptions specified by law, information from your medical record will not be released without your authorization. If you would like to obtain copies of your medical record, please contact our Release of Information department at 713.799.7070.

### If You Have Problems

- If you want to make an appointment for the Physician and Specialty Clinic, call 713.797.5929.
- For questions regarding your discharge, please refer to the discharge paperwork you were given before leaving the hospital. You may contact your case manager or social worker if you have questions regarding your post-discharge care arrangements.
- Your therapists will give you detailed information about delivery of and how to properly fit equipment. Please call the vendor identified on the equipment prescription if you have any equipment maintenance questions.

## Outpatient Visits

Your TIRR Memorial Hermann physician will decide if you need to be seen for a follow-up visit in the Physician and Specialty Clinic. If you have any questions about your appointments, or need to reschedule your appointment, please call 713.797.5929. We highly recommend that you schedule an appointment with your primary care physician prior to your discharge. If you do not have one, we recommend that you obtain one as soon as possible. Please call 713.222.CARE (2273) for a physician referral.

It is important for your overall good health to see your physician at the time periods given. Appointments with other physicians may also be necessary. You should discuss these with your attending physician to determine the appropriate physicians to see and the appropriate follow-up intervals.

**Your discharge information form may contain information indicating which physicians to see after discharge.**

The following are important instructions to follow regarding Physician and Specialty Clinic appointments:

- If your insurance requires approval for outpatient appointments, you must see your primary care physician before coming to the Clinic.
- Bring a copy of your referral form from your primary care physician, if required by your insurance company. If you prefer for your primary care physician's office to fax the referral, they may fax it to 713.797.5792.
- Plan to arrive 15 minutes before your appointment time to register in Outpatient Registration.
- Please park in the DD Lot or Garage 6 near the main entrance on Moursund. **Do not park in the physicians' lot on the east side of the building along Lamar Fleming.**

## Billing

Most patients' insurance companies receive a bill from TIRR Memorial Hermann every 15 days. The exceptions are Medicare, Medicaid, DARS (Department of Assistive and Rehabilitative Services), and Workers' Compensation. Medicare and Medicaid receive a bill for all the services given once the patient is discharged from inpatient care. Billing for DARS and Workers' Compensation is every 30 days. Contact Patient Business Services at 713.448.5502 or 1.800.526.2121 if you need a copy of a bill submitted to the insurance company or other third-party payor.

## Physician Bills

Bills from TIRR Memorial Hermann cover services provided by TIRR Memorial Hermann only. You will receive separate bills from your attending physician and any consulting physicians. As a reminder, certain radiology services, laboratory services, imaging services and operating room procedures will include a bill from the physicians and a facility charge for the actual procedure.

## Medicare Payments

TIRR Memorial Hermann is a Medicare-approved inpatient facility and payment is based on the patient's clinical information provided to Medicare. Medicare pays for inpatient rehabilitation if the patient meets certain criteria and if the patient's need for rehabilitation justifies an inpatient stay in an acute inpatient rehabilitation program. For more information, please contact your admissions representative or case manager.

## Financial Responsibility

Patients or their responsible parties are required to pay for charges that are not paid by their third-party payors, including deductibles, coinsurance, non-covered items, and extra deductibles and coinsurance for items that are provided by vendors who are not in the insurance network. When you are admitted to the hospital, an admissions representative will explain items that will be your responsibility. Your case manager will contact you if items or services are not covered or are covered at a lesser rate than expected.

## Discharge Time

Discharge time is by 11 a.m. Please contact your social worker or case manager for any other arrangements related to discharge, including transportation. Although therapists may check in with you to provide last minute information, therapy is usually not provided on the day of discharge.

## Transportation

Your transportation needs will be evaluated before discharge. Most patients are able to leave TIRR Memorial Hermann using regular means of transportation. If your discharge requires ambulance service, your case manager and social worker will work with you on this. Your social worker will also provide referrals for community transportation resources if needed following discharge.

## Follow-up Interview

About three months after your discharge, you may receive a telephone call from a representative of I.T. HealthTrack, Inc. If you agree to the interview, you will be asked how you are and how much help is needed for certain daily activities. The family or caregiver will be asked to respond if the patient is unable to do so.

The telephone interview is used to assess your level of independence at home or in another setting. This information helps us determine if the progress you made at TIRR Memorial Hermann has continued in your discharge environment and if it lasts over time. It also allows us to evaluate our programs and continually improve the quality of care we provide.

## Principles of Ethical Conduct

These Principles of Ethical Conduct provide standards by which employees and others associated with our organization should conduct themselves:

- **Legal Compliance:** We will ensure that all activity by or on behalf of the organization is in compliance with applicable laws.
- **Business Ethics:** Because of our commitment to the highest level of business ethics and integrity, employees will accurately and honestly represent the organization and will not engage in any activity or scheme intended to defraud anyone of money, property or services.
- **Confidentiality:** Employees shall strive to maintain the confidentiality of patients and other confidential information in accordance with applicable legal and ethical standards.
- **Conflicts of Interest:** Trustees, officers and employees may not use their positions to profit personally or to assist others in profiting in any way at the expense of the organization.
- **Business Relationships:** Business relationships with vendors, contractors and other third parties shall be transacted free from offers or solicitation of gifts and favors or other improper inducements in exchange for influence or assistance in a transaction.
- **Protection of Assets:** Employees will strive to preserve and protect the corporation's assets by making prudent and effective use of our resources and property and accurately reporting our financial condition.

## Memorial Hermann Community Benefits Plan

As a not-for-profit healthcare system, Memorial Hermann is required to develop a community benefits plan every year. This is an operational plan for serving our community's healthcare needs, including charity care and government-sponsored indigent healthcare. Memorial Hermann's annual report of its community benefits plan is available to the public each year. It is on file in the Memorial Hermann System offices, and is also available upon request from the Office of Health Information and Analysis, Texas Department of Health, 1100 West 49th Street, Austin, TX 78756.

## CONTRIBUTIONS

People are often grateful for the role TIRR Memorial Hermann played in their recovery from a life-changing event and would like to show their gratitude. Although staff members are not permitted to accept gifts valued at \$25 or more and are not allowed to accept monetary gifts, there are several ways to contribute to TIRR Memorial Hermann. For further information on giving opportunities, such as memorial gifts or tributes, please contact the Memorial Hermann Foundation at 713.704.5250. Please specify that you would like your gift to

be designated for TIRR Memorial Hermann. If you would like a brochure on giving to TIRR Memorial Hermann, please ask your patient care provider.

### Gifts of Time

Perhaps the most personal gift is one of time. TIRR Memorial Hermann has several programs available for those interested in volunteer activities, including:

- Volunteer Program at TIRR Memorial Hermann – Exists to support the mission of TIRR Memorial Hermann and increase the quality of patient care through volunteer service. Please call TIRR Memorial Hermann's Volunteer department at 713.797.5225 for more information.
- Community Outreach – Volunteer opportunities exist in the community through TIRR Memorial Hermann Sports. These opportunities include coaching youth sports teams, assisting with youth camps and involvement with special events. Please call 713.797.5997 for more information about TIRR Memorial Hermann Sports.

### Gifts of Money

Financial gifts are always appreciated and can be designated to specific programs and areas of your choice. For example:

- Community Outings/Therapeutic Recreation – A TIRR Memorial Hermann hospital program that provides patients with opportunities to practice skills learned in the hospital in real-life experiences in the community.
- Equipment – The replacement and upgrading of rehabilitation equipment used for patient therapy is an ongoing need throughout the organization.
- TIRR Memorial Hermann Excellence Fund – A contribution to TIRR Memorial Hermann's Excellence Fund will provide durable medical equipment, supplies and services for TIRR Memorial Hermann's inpatients and outpatients who have no other resources. Please contact the Memorial Hermann Foundation at 713.704.5250.

### Gifts of Goods

Sometimes a former patient or family member has equipment that they no longer need but would still be useful to others.

You can pass along these items to others by contacting:

- TIRR Memorial Hermann's Physical Therapy and Occupational Therapy departments – 713.797.5297.

## HELPFUL PHONE NUMBERS

The following numbers are listed here for easy reference. You will be provided other important numbers once you are admitted, such as those for your treatment team. If you are dialing from within the hospital, you only need to dial the extension. If you need to dial from outside the hospital, the complete phone number is provided.

TIRR Memorial Hermann Main Number.....	713.799.5000
Admissions .....	5942 ..... 713.797.5942
Ethics Concerns and Issues.....	5796 ..... 713.797.5796
Food and Nutritional Services.....	6912 ..... 713.799.6912
Guest Relations Coordinator.....	5959 ..... 713.797.5959
Library .....	5947 ..... 713.797.5947
Social Work .....	5201 ..... 713.797.5201
Case Management.....	5201 ..... 713.797.5201
Volunteer Office .....	5225 ..... 713.797.5225

Other important numbers you may need after discharge:

TIRR Memorial Hermann Physician and Specialty Clinic .....	713.797.5929
Patient Business Services .....	713.448.5502 1.800.526.2121

Equipment donations:

TIRR Memorial Hermann PT and OT .....	713.797.5297
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TIRR Memorial Hermann Adult and Pediatric Outpatient Rehabilitation .....	713.524.9702
Challenge Program .....	713.669.1100
Pediatric Outpatient Rehabilitation .....	713.383.5600
Metropolitan Transit Authority (bus transit) .....	713.635.4000

## CLINICAL INNOVATION AND RESEARCH INSTITUTE

It is the Memorial Hermann Research Mission to improve the health of the community through clinical discovery and development of new, breakthrough treatments for our patients.

The mission is guided by the Clinical Innovation and Research Institute, which provides support services for clinical investigators throughout the Memorial Hermann Healthcare System, including TIRR Memorial Hermann. Memorial Hermann research has received funding awards from a variety of federal, state and private grant funding sources which are managed by CIRI Research Finance staff. Investigators include faculty from The University of Texas Health Science Center at Houston (UTHealth) Medical School, Baylor College of Medicine and several community-based physicians.

The Clinical Innovation and Research Institute currently supports more than 1,000 active and pending studies across all therapeutic areas. TIRR Memorial Hermann normally has 75 to 85 studies under progress at any given time.

Our many areas of research touch aspects of many patients' lives. We are proud to provide the best healthcare to our community and contribute to the future of research today.

To contact the Institute, call 713.704.4226 or e-mail [research@memorialhermann.org](mailto:research@memorialhermann.org).

## DIRECTIONS TO TIRR Memorial Hermann

### 1333 Moursund Street, Houston, TX 77030

**FROM THE DOWNTOWN AREA** - Fannin to North MacGregor. Turn left on North MacGregor (stay in right hand lane). Continue on North MacGregor to yield sign. Proceed right on South Braeswood. Turn right at the first light, which is Moursund. Park in DD Lot adjacent to TIRR Memorial Hermann, or in Garage 6 just past the first stop sign on Moursund.

**FROM BUSH INTERCONTINENTAL AIRPORT** - I-45 South to Hwy 59 South. 59 South to 288 South. Exit MacGregor. Turn right on North MacGregor (wind through the park). Where North MacGregor goes right, proceed ahead on South Braeswood. Turn right at first light, which is Moursund. Park in DD Lot adjacent to TIRR Memorial Hermann, or in Garage 6 just past the first stop sign on Moursund.

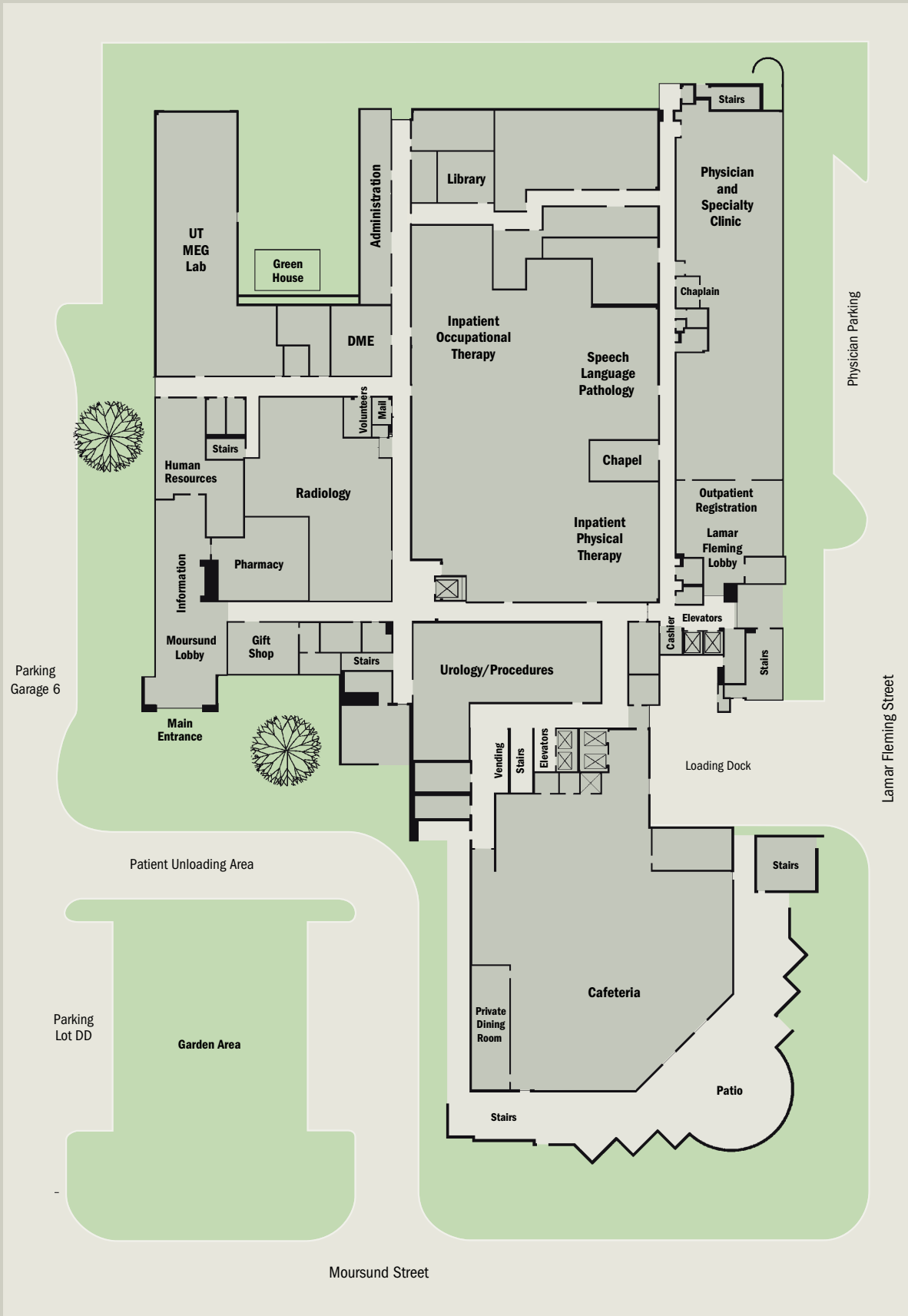
**FROM HOBBY AIRPORT** - I-45 North (immediately get in far left-hand lane) to Loop 610 West. 610 to 288 North. Exit MacGregor. Take a left on North MacGregor (wind through the park). Where North MacGregor goes right, proceed ahead on South Braeswood. Turn right at the first light, which is Moursund. Park in DD Lot adjacent to TIRR Memorial Hermann, or in Garage 6 just past the first stop sign on Moursund.

**FROM KATY AREA** - Take I-10 East to Loop 610 South (610 South will turn into 610 East). Exit Fannin Street. Left on Fannin. Right on Holcombe (now get in your left lane). Turn left on South Braeswood. Turn left on Moursund. Park in DD Lot adjacent to TIRR Memorial Hermann, or in Garage 6 just past the first stop sign on Moursund.

**FROM KINGWOOD AREA** - Hwy 59 South to 288 South. Exit MacGregor. Turn right on North MacGregor (wind through the park). Where North MacGregor goes right, proceed ahead on South Braeswood. Turn right at first light, which is Moursund. Park in DD Lot adjacent to TIRR Memorial Hermann, or in Garage 6 just past the first stop sign on Moursund.

**FROM SUGAR LAND AREA** - Hwy 59 North to 288 South. Exit MacGregor. Turn right on North MacGregor (wind through the park). Where North MacGregor goes right, proceed ahead on South Braeswood. Turn right at first light, which is Moursund. Park in DD Lot adjacent to TIRR Memorial Hermann, or in Garage 6 just past the first stop sign on Moursund.

# 1st Floor Plan - TIRR Memorial Hermann



**TIRR**  
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HERMANN  
Rehabilitation & Research

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