

# YOUR GUIDE TO DISCHARGE



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

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## Your Guide to Discharge

# The next step on the path to independence

Thank you for choosing TIRR Memorial Hermann as your rehabilitation partner. We are here to help you reach your goals and enjoy the highest quality of life possible.

Our care teams strive to provide excellent care and services, so we begin planning for your arrival and discharge before you come to us. There will be a lot to do during your stay, and there will be things to consider in creating a timely, safe and effective plan for your discharge. Together, we will develop a plan that meets and exceeds your goals.

We have provided this *Guide to Discharge* to describe our discharge process and the things you should consider as you prepare to go home. Please read and understand the guide before you leave the hospital. Our care team will be happy to help.

### Your Guide to Discharge Contains:

- Important information about your discharge from the hospital
- Contact Information
- Resource Information
- “Ticket to Discharge”
- Things to Consider:
  - Discharge Prescriptions
  - Equipment and Supplies
  - Home and Car Modifications
  - Follow-up Appointments
  - Post-Discharge Care and Services
  - Your Length of Stay
  - The Day You Leave

### What do you really need to know about your discharge?

It can be scary to leave the hospital after a major illness, injury or surgery, especially if your care needs have changed. At TIRR Memorial Hermann we begin planning for your discharge early, so that we can make sure you have the right training, education and support to help you feel prepared for discharge. As part of our team approach to discharge planning, we will make arrangements for all the supplies, medications, equipment and services you may need after discharge. Our care teams work with a wide network of providers to set up your services.



# Keeping You Informed About Your Treatment and Progress

## **You're part of the team, too!**

It's important for you to be a part of discharge planning. There will be a number of things to talk about with your care team. Together, we'll figure out who will help provide care after your discharge, where you'll go after discharge, whether or not modifications will need to be made to your car or home. We will also work together to determine what vendors to use for any supplies, equipment, home health or outpatient services needed.

There will be a lot to think about and do as we put together your discharge plan. This *Guide to Discharge* offers important information to think about as you get ready for discharge. At the back of this guide is a "Ticket to Discharge," which you can use to make sure everything is ready for your discharge. Please mark off the items on your Ticket to Discharge as they're completed, and don't leave the hospital until you have checked each area on the list with someone on your care team. That way, your discharge will be as smooth as possible.

## **How Long Will I Stay?**

This question is common among patients, families and friends. Your length of stay will depend on different factors, such as your diagnosis and care needs, your level of function, the amount of progress toward your goals, and your funding source. We want to help you achieve as many of your goals as possible, but we also try to help use your benefits as wisely as possible. We make the most of what is available, but we use only what is needed. This helps ensure that you have adequate funding and benefits available to meet any future care needs you might have. You may hear your care team refer to this as "saving your days," and it's part of an effort to stretch your available benefits while maximizing your potential in the most appropriate care setting. To do this, we offer details on the full range of care services, including inpatient hospitalization, post-acute services to help you rejoin the community, outpatient therapies, and home health services. We may also recommend a "phased admission," or "phase 2," which splits your treatment plan into two, or even three, separate admissions so you can get the most therapeutic benefit from each stay. Just remember that goals can and will be met outside the inpatient hospital setting, even after your discharge. An inpatient hospital admission may not always be needed for the remaining goals you have.

## **Clinical Guidelines for Your Length of Stay**

Your funding source will help decide how long you can remain in the hospital. Guidelines will be used by your payor to determine the medical need for the level of inpatient rehab care you receive. Your TIRR Memorial Hermann case manager will provide ongoing updates to your insurance company about your medical and functional status. The case manager will also share the goals that your care team has set for you, as well as your progress toward those goals.

***Our patients' available resources can be as unique as their injuries, so patients with similar diagnoses may have differences in their care plans and lengths of stay. It is important that the patient and family work with the treatment team to formulate a plan of care that is designed to meet your individual goals.***

## **Important Considerations:**

- It's important to understand your benefits for your hospitalization at TIRR Memorial Hermann, as well as for the services you may need after discharge. Be sure to speak with your case manager early in your admission to find out what benefits you have available.
- It's important that you know your estimated length of stay and anticipated discharge date so that you can help the care team prepare for your discharge.
- Your estimated discharge date may change based on your progress toward your goals. You may be discharged sooner than originally planned, or your stay could be made longer. Your length of stay will be based on medical need.
- You may have deductibles or co-pay amounts due, and they can add up over a long stay. Be sure to know what your financial responsibility will be for your stay. We want to work with you to minimize any unnecessary financial burden.

## Identifying a Caregiver

It's important to decide who will help care for you after discharge from the hospital, so this is a big part of your care plan. The level of caregiver support you have available will help the care team decide what goals must be met during your stay. It will also help decide where you can be safely discharged to, once you're ready to leave the hospital.

It's important to identify your caregivers soon after admission, so that they can be made part of your discharge plan. Caregivers can be spouses, family members, friends and members of your church or community. They can even be hired through an agency. Soon after you're admitted to the hospital, members of your care team will ask who your caregiver will be and will assess the level of support you will have once you leave.

We will then start to provide training to you and your caregiver(s) during your stay. We will give them the necessary skills and information needed to safely care for you after discharge. Your caregivers will become an integral part of the care team during your admission and will help ensure that all your care needs are met once you're discharged.



### Being a Caregiver Can Be Hard Work

It can be scary and stressful to care for someone after a major illness or injury. So, it's important that adequate support and resources are provided to the caregiver and patient alike.

TIRR Memorial Hermann offers in-house counseling and support services through the departments of Social Work, Chaplaincy and Neuropsychology. Various classes and support groups are offered, too. Talk with the care team to decide which offerings may be best suited for you and your caregiver. They can make referrals for services during your admission as well as for after discharge to help support you.

***Talk with your TIRR Memorial Hermann social worker for a listing of caregiver support resources.***

### Important Considerations:

- How much care will you need? Will it only be for a few hours each day, or should there be 24-hour supervision? Your care team will help determine the level of caregiver support you need.
- Does the person you have identified as your caregiver have other commitments such as work or school? Think about the hours of support your caregiver can fairly give. Based on the specific requirements of your care plan, such as 24-hour supervision, more than one caregiver may be needed.
- If you must pay for caregiver services, how will the expense be paid? Do you have benefits? Caregivers are usually not covered by insurance and must be paid for out of pocket. In most cases only skilled services, such as therapy or nursing care, are covered.

# Functioning at Home and in the Community

## Home and Vehicle Modifications

As part of your discharge plan, it's important to consider both your home and your vehicle (or other transportation) for any modifications that may be needed to accommodate your care needs after discharge. Modifications may be needed for safety purposes or for better access by any equipment, such as a hospital bed or a wheelchair.

When thinking about your car or other transportation, you will need to consider how you will get home from the hospital, as well as to and from the grocery store, the pharmacy, to doctor's appointments, etc., after you're discharged. You may have a new wheelchair that will need to go with you. If so, consider these points:

- How will you put it into the vehicle?
- Will it fit without trouble?
- Will you need a ramp or a lift?

You can talk with your therapists to decide what kinds of changes to your vehicle may be required. There are also adaptive driving schools that your care team can recommend as needed.

If you won't be able to drive after your discharge from the hospital, or if you don't have a car of your own, talk with your care team about other accessible options such as ambulance services, medical "taxis" or wheelchair van services. These services are usually provided for fees that may not be covered by your insurance. Your social worker can give you a list of resources and discuss your transportation needs with you. You may also have access to public transportation such as a city bus service.

### Considerations for the Home Environment

It's important that your home be assessed to decide if it will be accessible after discharge. This is even more important if you will have new equipment such as a hospital bed or wheelchair. Do you have steps to enter your home? Should a ramp be built? Are your doorways wide enough to accommodate a wheelchair? Can you safely enter your bathroom and kitchen? Do you know how you will take a bath or a shower? Will you need to add grab bars or other safety devices? It's important that you take measurements and talk about them with your therapy team before discharge.

***Talk with your therapists or care team about home and vehicle modification resource information.***



### Important Considerations:

- If you plan to go home in a private vehicle, it's important to talk with your care team so they can evaluate the accessibility of the vehicle and make sure it's safe to use. Before discharge, your therapy team will want to practice "car transfers" into and out of a vehicle with you and your caregiver(s).
- Your TIRR Memorial Hermann social worker can assist you in obtaining a handicapped parking tag for your vehicle. Please let your social worker know if you'd like help with the forms.
- Your therapists can provide home measurement forms to help plan for your discharge. You may also take pictures of your home and bring them to your therapists. They can recommend any changes you'll need.

# Caring for Yourself at Home

## Your Discharge Medications

Your doctor will give you prescriptions for all your medications upon discharge from TIRR Memorial Hermann. Please have the prescriptions filled at your pharmacy, as we can't fill your discharge medication prescriptions at the TIRR Memorial Hermann Pharmacy. For your convenience, we offer a bedside delivery service in partnership with Walgreen's Pharmacy. It's a free service, and they can fill your prescriptions and have them delivered to your room before you're discharged. Once filled, they can transfer your prescriptions to any other pharmacy you want, so that you can use your local pharmacy after discharge.

We want you to obtain your discharge prescriptions **before** the actual day of your discharge. Patients are often discharged with many medication prescriptions. Some of them may require authorization from your insurance company. Some might not be stocked at all retail pharmacies. Others may not be allowed on your insurance plan, and different medicines may have to be prescribed. These things can create delays in getting your prescriptions filled, so by filling your prescriptions ahead of time you can avoid problems.

***Ask your physician or nurse for your discharge prescriptions at least two or three days before discharge. We can fax them to your pharmacy of choice, or you can be given your prescriptions to take to your local pharmacy to be filled.***

Advance planning for your discharge prescriptions will help limit stress on the day of your discharge. It will also give us a chance to resolve any problems that may arise when having your prescriptions filled.

*Talk with your nurse or case manager to learn more about our bedside delivery service for discharge prescriptions.*

### **Important Considerations:**

- How much will your discharge prescriptions cost? How will they be paid for?
- Will there be a program to help cover the cost of my medications? Talk with your social worker for referrals to medication assistance programs.
- Talk with your TIRR Memorial Hermann physician, nurse or pharmacist about your discharge medications. For your safety, it's important that you know what medications you take and what they are for. The staff and care-team members are eager to teach you about your medicines. Be sure that you receive a medication teaching booklet from the pharmacist before you go. Keep a list of your medications with you at all times, especially when going to doctors' appointments.

## Your Supplies

Upon discharge, your doctor will write orders or prescriptions for all the supplies you will need after discharge. These might include feeding supplies, such as pumps and tube feedings; respiratory supplies such as suction machines, suction catheters and tracheostomy supplies; wound care supplies; or bowel and bladder supplies such as urinary catheters and incontinence pads. Your case manager will work with you to decide which company you would like to use and will send the orders to initiate the referral for services on your behalf.

Some items may be supplied by a home health company, but others may come directly from a particular manufacturer. In some instances, we may have an initial supply of something you can take home. For example, we obtain backpacks filled with an initial supply of single-use urinary catheters from the manufacturer, and are able to provide you with one upon discharge at no cost. Talk with your case manager about your supplies. Before you leave the hospital, find out what supplies are being ordered for you and where they will be coming from.

***Be sure to ask your physician, nurse or case manager if any alternative supplies could be used if something isn't covered by your insurance.***

Planning for your discharge supplies will help limit stress on the day of your discharge. It will also give us the opportunity to resolve any problems before you leave the hospital.

***For items not covered by insurance, we suggest shopping around to find the best price. Most items can be delivered to your home. However, you must account for shipping time.***

### **Important Considerations:**

- What will be the cost of your discharge supplies? How will they be paid for? It's important that you talk with your case manager about the cost of your supplies and determine what your insurance will cover.
- You may have a deductible or co-pay that is due for your supplies, or there may be items that aren't covered.
- Usually, items that are considered "personal convenience" items (such as adult diapers and briefs) aren't covered.
- Most supply vendors will not deliver your supplies until you have been discharged. It could take a few days to receive them once you have gone home. Please plan accordingly.

## **Your Medical Equipment**

Your therapy team will help you trial different sizes and styles of equipment, such as wheelchairs and bathroom equipment. As you get near to discharge, your therapists will write the prescriptions for the equipment you'll need and will have your physician sign them. The completed prescriptions are then sent to our in-house DME (Durable Medical Equipment) department for processing.

The DME department will work with you to choose a vendor from which to order your equipment. You have a choice, so please let us know if you have a preferred vendor. We can give you a list of vendors to choose from that can provide what is needed. We will always work with your payor to ensure that the vendor is in its provider network.

Your equipment can be delivered directly to your home or to the hospital. Our goal is to have your equipment delivered prior to your discharge from the hospital. We want to be sure everything fits appropriately and is in good working order. Someone will need to be at your home to take delivery of your equipment. If you're going to have equipment delivered to the hospital, it will be important to determine if you can take it home in your car. Certain wheelchairs and lifts may be too tall. Even if you're going home in an ambulance, the equipment may not all fit inside. Be sure to talk with your therapists about your equipment and transportation.

***Please note that our therapists will only recommend and order equipment that's considered reasonable and necessary for your medical condition and functional need.***

### **Your Equipment**

You may require several different pieces of equipment when you're discharged from the hospital. This may include:

- Hospital bed
- Wheelchair
- Lift - mechanical or electric
- Tub bench or shower chair
- Sliding board

Equipment can be rented for short-term use or purchased for long-term use. Talk with your therapist about whether you should rent or purchase.

***For custom equipment, such as power wheelchairs, it may take up to four months to build to your specifications. You will be provided with a loaner chair or a manual chair to use in the meantime.***



### Important Considerations:

- It's important to review your DME benefits with your case manager. Some plans may have co-pays that will be due, or your plan may not have any DME coverage. You will need to determine how you'll pay for your equipment.
- You may be able to get used equipment from members of your family, community or church. Be sure to check on what may be available.
- A bulletin board located outside the TIRR Memorial Hermann cafeteria often lists used equipment for sale, such as beds, lifts, wheelchairs and modified vehicles. Be sure to check there for items you need. This could help save money.
- There are programs that provide donated equipment. Talk with your therapist or social worker for more details. They are listed in the back of your guide under "Helpful Information."

## Your Follow-up Care

After you're discharged from the hospital, your physician may want to see you for a follow-up visit. The doctor will write an order before you're discharged from the hospital that specifies when he or she wants to see you in the TIRR Memorial Hermann Outpatient Medical Clinic. A scheduler from the clinic will then contact you to set the appointment. Our goal is to schedule your clinic follow-up visit before you're discharged.

Along with the visit to your physician in the clinic after discharge, you have access to a full range of specialty physicians in our clinic. Services range from initial evaluation and diagnosis to follow-up care. Our affiliated physicians and interdisciplinary care team will spend a lot of time with you, so please ask questions. Get the answers you need, and be sure to help with the decisions and steps on your behalf.

The members of the clinic staff know how to care for persons with disabilities, from proper transfer and positioning techniques to ensuring compassion for those with disabilities. Our goal is to provide you with clinicians in varying specialties, so that visiting the clinic is convenient for you. We want to meet all of your care needs in one location.



**TIRR Memorial Hermann  
Outpatient Medical Clinic  
1333 Moursund Street  
Houston, TX 77030  
713.797.5929**

**Initial evaluation, diagnosis and follow-up care are provided in the following areas:**

- Amputee
- Brain injury and stroke
- Spinal-cord injury
- Multiple sclerosis
- General rehabilitation
- Cardiology
- Ear, nose and throat (ENT)
- Family practice
- Fertility (male and female)
- Gastrointestinal
- General surgery
- Geriatrics
- Gynecology
- Internal medicine
- Neurology
- Neurosurgery
- Orthotics
- Pain management
- Psychiatry
- Podiatry
- Sleep disorders
- Urodynamics/urology
- Baclofen pump therapies
- Spasticity management
- Wound care

**Also available in the clinic:**

- Patient and family counseling
- Seating and mobility
- Outpatient radiology
  - CT, ultrasound, vascular studies
- Pharmacy Wellness and Prevention Program:
  - Anticoagulation monitoring
  - Smoking cessation
  - Nutrition assessment/education
  - Hypertension and lipids monitoring
  - Diabetes education and management



**Important Considerations:**

- You aren't required to see a physician in the TIRR Memorial Hermann Outpatient Medical Clinic after discharge from the hospital. However, we encourage follow-up care for many of our patients so that we can manage any health needs that may arise due to your disability, illness or injury. You are free to see one of our clinic physicians, or you can continue with your own primary physician. **It's important to ensure that the TIRR Memorial Hermann clinic or other provider you choose is in your insurance plan network before an appointment is made.**
- It's important to note that your physician may prescribe certain medicines — such as for diabetes or high blood pressure — upon discharge from the hospital. However, he or she won't be the physician to continue managing and prescribing those medicines. You will need to see a primary care physician, internal medicine physician or other specialist for the management of your chronic conditions. If you don't have a primary care physician, we'll be happy to help you make an appointment with one in our clinic.



## Outpatient Therapy Services/Programs

Your care team may recommend additional outpatient therapy or nursing services upon your discharge from the hospital. These services can be provided in your home by a dedicated health company, in a skilled nursing facility (SNF), at a post-acute or residential program, or in an outpatient therapy center in your community. Your care team will evaluate your needs and make recommendations on the type of service you'll need after your discharge. It's important to note that the amount and type of services that are provided can depend on the type of coverage offered by your insurance. Some plans don't cover all the services your care team recommends. Please work with your team to develop a discharge plan that meets your needs and helps manage your financial resources most effectively.

You will always have a choice when selecting providers for the services you receive after discharge. If there is a specific provider you'd like us to work with, please tell your case manager or social worker. If you don't have a preferred provider, we can give you lists or resource guides to make the choice easier. It's important to choose a provider that's in your insurance network.

***If you want to continue receiving rehabilitation services from TIRR Memorial Hermann on an outpatient basis, we have several programs available.***

***Other programs are also available within the Memorial Hermann Health System, such as home health, outpatient rehab, skilled nursing facility (SNF) and assisted living. Ask your case manager or social worker for details.***

**TIRR Memorial Hermann  
Outpatient Rehabilitation  
at the Kirby Glen Center  
2455 S. Braeswood  
Houston, TX 77030  
713.524.9702  
Fax: 713.383.5713**

**TIRR Memorial Hermann Outpatient  
Rehabilitation at Memorial City  
929B N. Gessner, Suite 108  
Houston, TX 77024  
713.242.2290  
Fax: 713.242.2293**

**TIRR Memorial Hermann Outpatient  
Rehabilitation at Northwest  
1635 North Loop West  
Houston, TX 77008  
713.867.2674  
Fax: 713.867.4630**

The following services are provided  
at our TIRR Memorial Hermann  
outpatient locations:

- Outpatient PT, OT, SLP
- Day Rehabilitation
- Challenge Program  
(Community Reintegration)
- Vocational Counseling
- Neuropsychology
- Balance & Vestibular Services
- Strength Unlimited/  
Wellness Programs



***TIRR Memorial Hermann's Adult and Pediatric Outpatient Rehabilitation offers many unique services and programs.  
Ask your care team for details.***

**Important Considerations:**

- It's important that you talk with your case manager to determine the benefits you'll have available for services after discharge.
- Your case manager and/or social worker will make referrals for services on your behalf. Please let them know if you'd like a specific provider, but be sure the provider is in your insurance plan network.
- Co-pays or deductibles may be due for the referred services. Please be sure to understand the financial requirements while developing the discharge plan with your care team. We can tailor the plan to meet your available resources.
- Some services (such as home health and outpatient services) don't start immediately after discharge from the hospital. So, please plan accordingly. Your therapists can prescribe a home program to help manage any delays.

“Mom’s Thistle” painting by  
former patient Jared Dunten

Learn more about Jared’s mission  
and passion at [jdunten.com](http://jdunten.com)



## The Day of Discharge

Your nurse will review your discharge instructions with you on the day of discharge. While going over your discharge paperwork, please be sure that you’ve been provided with the names and phone numbers of any supply or equipment vendors that will provide services after you leave the hospital. It’s also important to have the names and phone number(s) of any home health or outpatient services you’ve been referred to, as well as the phone numbers of the TIRR Memorial Hermann Outpatient Medical Clinic so that you can reach your doctor or schedule an appointment. You may need to contact one of these vendors or providers after you leave the hospital, so please keep the information handy. In addition to the information in your discharge instructions, more contact information is shown in the back of this guide under the “Helpful Contacts” section.

Our goal is to complete your discharge by 11 a.m. You will need to make advanced arrangements for any personal belongings that are in your hospital room. Our TIRR Memorial Hermann staff members are happy to help pack items and take them to the lobby for loading into your vehicle. We also have carts that you can use to transport items downstairs to the lobby. Please ask the secretary of your nursing unit for assistance.

***Prior to discharge, your therapists will provide any equipment and instructions for home therapy programs that will be needed. It’s important that you review this information with your therapists before you leave our hospital.***

Your day of discharge from TIRR Memorial Hermann will be a day of excitement, but there will be some anxiety too. After all, there has been a lot to learn while you’ve been here. We hope this guide, along with our many educational offerings, support teams and wellness groups will help ease your transition back to the community.

***Much of the information provided in this guide is covered in greater detail in our various groups and educational offerings. We encourage you to attend these sessions if you’d like more in-depth information on any topic.***

### Important Considerations:

- Have you reviewed the discharge instructions with your nurse? Please be sure to understand the instructions that are provided. Also, please verify that your discharge instructions include the contact information for the services you’ll receive after discharge.
- Did you receive all your discharge prescriptions or medicines? Before you leave the hospital, please be sure that we have taught you the proper use of your medicines.
- It’s important that you know if and when your TIRR Memorial Hermann physician wants to see you for a follow-up visit. Our goal is to schedule this appointment before your discharge. If an appointment was not scheduled for you, please visit the outpatient clinic to set one before you leave the hospital.

# Helpful Contact Information

**TIRR Memorial Hermann**  
**1333 Moursund**  
**Houston, TX 77030-3405**  
**713.799.5000**  
**tirr.memorialhermann.org**

**Nursing Units/Nurses Station:**

Unit 3, 3rd Floor..... 713.797.7300  
 Unit 3-C, 3rd Floor..... 713.799.6958  
 Unit 4, 4th Floor..... 713.797.7400  
 Unit 5, 5th Floor..... 713.797.7500  
 Unit 6, 6th Floor..... 713.797.7600

**Case Management/Social Work –**

**Main Office**..... 713.797.5201

**Therapy Dept. – Main Office** ..... 713.797.5297

**DME Office**..... 713.797.7038

**Outpatient Medical Clinic** ..... 713.797.5929  
 (to schedule an appt. or leave a message for your doctor)

**Prescription Refill Line**..... 713.797.5999

**Patient Financial Services** ..... 713.338.5502  
 For questions about your hospital bill (located at the Memorial Hermann Corp. Office)

**Release of Information/Medical Records** ..... 713.797.7070  
 (for copies of your medical records, or an itemized billing statement)

**TIRR Memorial Hermann Outpatient Rehabilitation at the Kirby Glen Center**..... 713.524.9702  
 Fax: 713.383.5713

**TIRR Memorial Hermann Outpatient Rehabilitation at Memorial City**..... 713.242.2290  
 Fax: 713.242.2293

**TIRR Memorial Hermann Outpatient Rehabilitation at Northwest** ..... 713.867.2674  
 Fax: 713.867.4630

**Volunteer Office**..... 713.797.5225

**Equipment Donations**..... 713.797.5297  
 PT and OT Dept. (to donate equipment you no longer need)

**Memorial Hermann Foundation**..... 713.242.4414  
 (for donations to TIRR Memorial Hermann)



## Education and Support

### **Welcome to TIRR Memorial Hermann**

A group session open to all inpatients and their caregivers that is attended shortly after admission to help get oriented to TIRR Memorial Hermann programs

### **Educational Offerings/Support Groups:**

**(Please ask your care team what days/times these sessions are offered and if/when you should attend.)**

### **Brain Injury Education Program**

An educational series offered to the patients and caregivers that are in our inpatient brain injury or specialty rehab programs includes the following classes:

- Coping and Adjusting: What About Me?
- Strategies for Managing Behavior After BI
- Family's Role in the Recovery Process
- The Ins and Outs of Swallowing, Diet, Bowel and Bladder

### **Before You Go**

A group session open to all inpatients and their caregivers just before discharge to wrap up the details of your discharge plan

### **Support Groups**

The following support groups are offered at the TIRR Memorial Hermann Outpatient Rehabilitation at 2455 S. Braeswood. Please note that these support groups may change from time to time. You may contact our outpatient center to check the current schedule of support groups at 713.338.5642 or visit our website [tirr.memorialhermann.org](http://tirr.memorialhermann.org) for information on support groups.

**Parkinson's Support Group** for persons with Parkinson's

**Stroke Support Group** for stroke survivors

**Brain Injured Support Group** for persons with brain injuries, caregivers and family members

**Spinal Cord Injured Support Group** for persons with spinal cord injuries

## Community Resources

### **Texas Department of Aging and Disability Services (DADS)**

[www.dads.state.tx.us/](http://www.dads.state.tx.us/)

### **Independent Living Research Utilization (ILRU)**

(a program of TIRR Memorial Hermann, advocating for disability)

713.520.0232 voice/TTY

[www.ilru.org](http://www.ilru.org)

### **Metropolitan Transit Authority**

(Houston bus system)

713.635.4000

**METROLift** (Handicap accessible transportation via the Houston bus system)

713.225.6716

[www.ridemetro.org](http://www.ridemetro.org)

### **Texas Dept. of Assistive and Rehabilitative Services (DARS)**

[www.dars.state.tx.us](http://www.dars.state.tx.us)

### **Strength Unlimited at Kirby Glen**

713.524.9702

### **Houston Aphasia Recovery Center (HARC)**

713.787.7100

[www.harctx.org](http://www.harctx.org)

### **Brain Injury Association of America (BIAA)**

[www.biausa.org](http://www.biausa.org)

### **National Spinal Cord Injury Association (NSCIA)**

[www.spinalcord.org](http://www.spinalcord.org)

Texas Gulf Coast Chapter: 1.800.962.9629

### **Houston Center for Independent Living (HCIL)**

### **Brazoria County Center for Independent Living (BCCIL)**

### **Fort Bend Center for Independent Living (FBCIL)**

[www.hcil.cc](http://www.hcil.cc)

**Donated Equipment** (organizations that provide used equipment free of charge)

### **Project Mend** (San Antonio)

1.888.903.6363

Fax: 866.514.0876

[www.ProjectMend.org](http://www.ProjectMend.org)

### **Project Union** (Houston)

1.866.990.1919

[www.ProjectUnion.org](http://www.ProjectUnion.org)

# Your Ticket to Discharge

Please use this checklist as a tool to help you prepare for discharge from the hospital. Be sure to cover each of the items on the checklist with a member of your care team before you leave. During your stay, please check off each item as it is completed.

## **Upon Admission** (or within the first few days of arriving at TIRR Memorial Hermann)

- \_\_\_\_\_ Complete initial evaluations with your care team, develop goals and create a care plan.
- \_\_\_\_\_ Identify your caregiver(s). (We need to involve them in your care.)
- \_\_\_\_\_ Meet with your TIRR Memorial Hermann case manager to review your available insurance benefits.  
Case Manager: \_\_\_\_\_ Tel: \_\_\_\_\_
- \_\_\_\_\_ Meet with your TIRR Memorial Hermann social worker to begin discussing your discharge plan.  
Social Worker: \_\_\_\_\_ Tel: \_\_\_\_\_
- \_\_\_\_\_ Begin working with your care team to determine your length of stay and the estimated discharge date.  
Estimated Discharge Date: \_\_\_\_\_

## **During Your Stay**

- \_\_\_\_\_ Complete Patient and/or Caregiver Training  
(Do not check this item until all the items have been completed below, or if it has been determined that it isn't needed by your care team. Mark "N/A" if your care team confirms that you don't need training in a certain area.)
- \_\_\_\_\_ Medication education and training: Learn why you're taking your medicines and what they're for. Learn when you are to take them and how you're supposed to take them, including injections.
- \_\_\_\_\_ Vent/trach/respiratory education and training: Learn about the respiratory system and how your respiratory needs are managed. Also, learn about the respiratory supplies and equipment you're using and learn to manage your respiratory needs independently.
- \_\_\_\_\_ Nutrition education and training: Learn how your nutrition needs are met. Become familiar with any special feedings or supplements you're on, and learn about any feeding tubes or pumps you're using. You or your caregiver must learn how to manage your feeding needs independently.
- \_\_\_\_\_ Behavior management education and training: Caregivers may need to be educated about new behaviors and taught how to manage them.
- \_\_\_\_\_ Bowel and bladder education and training: Learn how to manage your bowel and bladder needs, and receive training on how to perform the appropriate techniques independently.
- \_\_\_\_\_ Skin care/dressing change education and training: Learn about your skin-management regimen — such as turning, positioning and pressure relief — as well as dressing changes and wound care. Learn about the supplies you're using and how to manage your skin-care needs independently.
- \_\_\_\_\_ Safety management education and training: Learn about the important safety considerations in managing your care. Receive training on special techniques, such as restraints or transfers.



## **As You Near Discharge**

- \_\_\_\_\_ Make sure the address and contact information we have on file for you is correct. If you will be going somewhere other than to your home address at discharge, it's important that we have that information.
- \_\_\_\_\_ Verify if your home or vehicle will need any modifications. Talk with your care team for details and referrals.
- \_\_\_\_\_ Complete transfer training: Be sure that you and your caregivers have been trained on how to transfer you in and out of a vehicle safely, including any equipment you'll use for transfers.
- \_\_\_\_\_ Determine if you will need a handicapped parking tag for your car. Talk with your social worker for assistance with the necessary paperwork.
- \_\_\_\_\_ Review your DME needs: With your care team, talk about the type of equipment you'll need after discharge and decide how it will be paid for. You will also need to work with the DME vendor(s) to arrange delivery of the equipment to your home or the hospital.
- \_\_\_\_\_ Review your home therapy program(s) with your therapists and make sure you understand it. This program must be followed after your discharge.
- \_\_\_\_\_ Identify preferred providers for services after discharge for home health, outpatient services, etc., and coordinate the referrals with your case manager or social worker.
- \_\_\_\_\_ Inform your care team of how you would like to have your discharge prescriptions filled. Ask that your physician write your discharge prescriptions two or three days ahead of discharge, and have them filled.
- \_\_\_\_\_ Check with your care team to decide on any supplies that will be needed after discharge. Coordinate with your case manager to make the referrals on your behalf. Be sure to know what supplies are needed, how you will obtain them and how to use them appropriately.
- \_\_\_\_\_ Pack up the belongings in your room, and make arrangements to have them taken to your home or other location.
- \_\_\_\_\_ Schedule any needed follow-up appointments with your physician(s), either in the TIRR Memorial Hermann clinic or in your community. Please allow us to schedule your appointments in the TIRR Memorial Hermann clinic for you.
- \_\_\_\_\_ Arrange for your discharge transportation. See your case manager or social worker for help.

## **The Day of Discharge** (Our discharge time is 11 a.m. or earlier. Please prepare accordingly.)

- \_\_\_\_\_ Pack up any remaining belongings in your room.
- \_\_\_\_\_ Review your discharge paperwork with your nurse.
- \_\_\_\_\_ Receive any remaining discharge prescriptions that have not yet been filled.

## **After Discharge**

- \_\_\_\_\_ Once you get home, we suggest that you consider some type of celebration. After all, you have come a long way! It can be helpful to gather friends and family and relax in your new surroundings. This can help ease some of the stress and anxiety after a long hospitalization as you transition back home.
- \_\_\_\_\_ Complete the TIRR Memorial Hermann Patient Satisfaction Survey, which you'll receive by mail a few weeks after your discharge. Your feedback is very important to our staff.



*On the cover:*

### **Jody Hill**

In 2006, on the Caribbean island of Tortola, Jody Hill was attempting to reverse his car down a narrow road when he slipped over the edge and fell 30 feet down a cliff. The accident left him paralyzed from the chest down and, in an instant, a 13-year professional yachting career that had taken him all over the world and across the Atlantic nine times was over.

During the first portion of his recovery, Jody was without medical insurance. As soon as he was eligible for Medicaid, he began coming to TIRR Memorial Hermann as a patient at the Outpatient Medical Clinic. Twice a month, Jody comes to see a variety of doctors ranging from a primary care physician to a urologist, all conveniently located under one roof.

“In 2006, when I was injured, lying on the hospital bed in excruciating pain, unable to move my legs initially, all I kept thinking about was that I would never be able to sail again,” said Jody. “My career as a yacht captain was over. The feeling of utter hopelessness was almost more than I could bear.” But in 2008, two years after the accident, he was given a small sail boat by a neighbor who was no longer interested in going to sea. He continuously put time and work into the boat he decided to name “Rankin” after the man who had given it to him. In October 2009, after a year and a half of hard work and dedication, Rankin was fit and ready for sailing. A friend had told him about a sailing class geared toward those with disabilities. The possibility of being able to sail again brought joy and excitement back into his life.

Jody’s first taste of the competitive disabled sailing world came when he was flown to Chicago, compliments of event sponsor American Airlines, for the North American Challenge Cup Regatta in July 2010. For this exciting event, Jody sat in a chair inside the body of a specially adapted sailboat and was not much higher than the water level. Steering and controlling the sails and mast was done by hand controls located on the dashboard in front of him. As Jody gets further into sailing, he continues to set goals for himself. He is currently training to qualify and compete in the 2016 Paralympics in Rio de Janeiro, Brazil.



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