



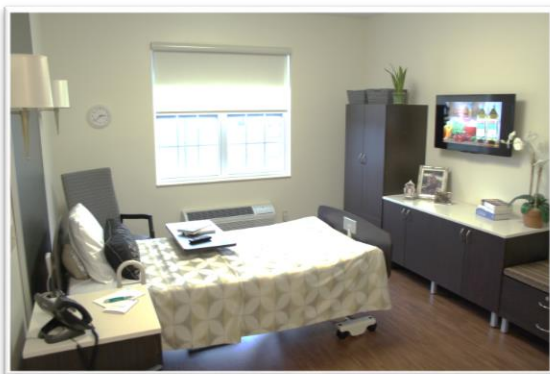
# *Welcome!*

Thank you for taking the time to learn more about Green Village Skilled Nursing & Rehabilitation for your healthcare needs.

We are a 72 bed, all-private room skilled nursing and rehabilitation facility that is dedicated to providing the highest quality of care. Our goal is for you to gain back your independence as quickly and safely as possible.

We look forward to serving you and accommodating your healthcare needs as your provider of choice. At our facility, you can expect quality care with options suitable to your specific goals. Our dedicated staff will help you meet your expectations as quickly as possible so that you can resume the quality of life that you are accustomed.

Choosing a skilled nursing or rehabilitation center can be an overwhelming experience, our Administrative staff is available to answer any questions you may have. Please do not hesitate to contact us.





## What to expect

Most likely, you will be coming from a hospital stay and you may be anxious about your time at our center. We encourage you to ask any questions and voice concerns.

For some patients, Green Village SNR will become their home. For many patients, their stay will be short term while they recover from surgery, an injury or a serious illness, before they head home. Regardless of the reason for your stay we want to ensure that you receive quality care and that we meet and exceed your expectations.

The most important part of your recovery is your healthcare team. Quality care begins by getting to know your primary care nurse, certified nursing assistants and the therapists who will be assisting you. It is important that you and your family discuss any care concerns with them and alert them to any physical, mental or emotional concerns you may experience.

## Important Documents

Upon admission, we will need to make copies of the following:

- All health insurance cards
- Advance directives
- Power of attorney for finance
- Power of attorney for medical

If you do not have these with you, please have a family member or friend bring them to the facility so copies can be made.





# Friends & Family

## Visitors Policy

Visitors are always welcome and we encourage visits by family and friends. Visitors are required to sign in at the front entrance during every visit.

- After hours the doors lock for security purposes, please use the intercom outside the door when visiting during these hours.
- You may have visitors at any time unless the center limits or restricts visitation based on patient needs.
- Visitors should not visit if they have a cold, respiratory symptoms, or another contagious illness.
- Children are welcome to visit but must be accompanied by an adult
- Visitors should consult with our staff before bringing food into the facility. The patient may require a special diet.



Visitors may also share a meal with you during their visit for a nominal fee for lunch and dinner. Please contact our Receptionist or Dining Services to place your order.

## Pet Policy

We would love for your family pet to come for a visit. Please remember to clean up after them and take the proper safety measures at all times. All pets are to be kept on a leash and should have all current vaccinations. Proof of vaccinations must be received prior to pet visit to the Activities Department.

## Care Conferences

This is a time for members of our team to meet with you and your representatives to discuss the patient's progress, goals and plans for discharge. The patient can invite anyone they wish to attend.

The first Care Conference will be scheduled within 1 week of admission and typically last 15-20 minutes. For our long term patients, Care Conferences are scheduled quarterly but they can occur more often depending on the Patient Care Plan.

If a loved one cannot attend on the scheduled day, they are able to call in for a conference call.



# Personal Items & Valuables

## Personal Items

To make your stay more enjoyable, we have created a list of items that you should bring to the facility and items that should be left at home. All items that you bring to the center should be clearly marked with the patient's name.



### What to bring:

- Jogging outfits
- Tennis shoes/walking shoes
- Socks & undergarments
- Pajamas/robe
- Adaptive equipment (walkers/canes)
- Hearing aides
- Glasses
- Personal care items

Please refrain from bringing in outside furniture. If you would like to hang photos on the wall, please contact our Maintenance Department to assist you in hanging them properly to ensure there is no damage to the walls or paint.

***All items including furniture from outside must be reviewed and approved by Maintenance and Social Services.***

## Valuables

Please leave any valuable items at home or with a loved one. Each room is equipped with a locked drawer with key available for your use.

Any personal belongings left at the facility after you discharge should be removed as soon as possible. We will dispose of items not removed within thirty days of discharge.



# Facility Policies

## Smoking Policy

Green Village is a tobacco-free campus. There is no smoking permitted on the grounds anywhere. All staff, residents and visitors must adhere to this policy.

## Alcoholic Beverages Policy

Patients may consume alcoholic beverages with physician approval. Alcoholic beverages brought into the facility must be stored at the nurses' station and dispensed by the nursing staff in accordance with physician orders.

## Leave of Absence Policy

Typically, short term rehabilitation patients do not leave the facility with the exception of physician's appointments. Once you are able to transfer safely in and out of a vehicle, ambulate unassisted, you are most likely ready to go home.

Long term patients are allowed to leave the facility. It is a good idea to discuss plans with the care team in order to assure that the outing is safe and that any medical needs are met.

## Open Door Policy

Our goal is that you feel comfortable and that your needs are being met. You should feel secure and at ease with our nursing staff, particularly those providing your direct care. If you have any concerns or praise for our staff, please feel free to contact our Administrator.

## Bedhold Policy

If you are away from the facility for more than twenty-four hours, arrangements can be made to pay for a bedhold to save your bed and retain your belongings at the facility. If a bedhold is arranged, your bed will be held and you be charged the room and board rate until you advise us to discontinue the hold. Medicare does not pay for any bedholds, so Medicare patients must make arrangements to pay privately.

Non bedholds can be accommodated if our facility is not at full capacity.

If you are a bedhold, you will be readmitted to the center according to the center's policies and procedures unless the facility can no longer appropriately care for you. If you return to the center, you will return to your previous room and bed only if the facility is not at full capacity.

If you return to the facility without a bedhold, you will be readmitted to the facility to the first available bed provided the facility is able to properly care for you.



### **Advance Directives**

You have the right to make decisions about your own health care. If you are unable to make decisions, we will rely on any written advance directives you may have written. An advance directive is a document that you create to describe the medical treatment you want to receive should you be unable to communicate your wishes. You have the right to make an advance directive such as a living will or durable power of attorney for health care. Please provide a copy of any advance directives that you may have so that we can properly carry out your wishes. If you would like more information about advance directives, please contact Social Services.

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# Your Healthcare Team

## Physicians

Unlike at the hospital, physicians do not see patients every day at a skilled nursing facility. During your stay, your care will be supervised by one of our attending physicians who best fits your care. They will work closely with our Director of Nursing and Nursing staff for your best plan of care.

You have the right to choose any licensed physician to follow you while at Green Village SNR. They must agree to comply with our policies and procedures. Please let us know if you would like more information.

## Physician Appointments

Green Village SNR will schedule all follow up appointments with your physician in the community. Family members often drive their loved ones to physician appointments. With notice, our scheduler can often arrange for transport to doctor appointments. If an ambulance company is used that expense may not be covered by insurance and most typically is paid for by the patient.

## Nurses & Assistants

Nursing care is provided under the director of a professional Director of Nursing in coordination with the physician's orders. Licensed nurses and nursing assistants are available to ensure that you receive proper care.

Please use the call light whenever assistance is needed. Our call system send a wireless signal to our staff's pagers so patients will not be disturbed by the sounds of buzzers in the hallway.

## Therapists

We offer several types of therapy services to help you obtain your best outcomes. The services we offer include physical, occupational and speech therapy. Your attending physician will order therapy for you, if it is appropriate.

It is very important that you participate in all your scheduled therapy sessions. Our team will create a plan of care to help you recover as quickly as possible.

Therapy will work with the patient to determine the best time of day to have your therapy services. Patients may also choose their therapist based on availability.





## Pharmacy & Medications

Medications prescribed by your physician will be obtained from a licensed pharmacy. How quickly medications are dispensed is impacted by the patient's admission time and what types of medications are ordered. We can dispense most commonly prescribed medications from our pharmacy starter kit within hours of admission. Pain medications are particularly impacted by government regulations and the first dose often is delayed. Our staff works diligently to obtain medications as quickly as possible for your comfort.

Outside medications can be brought into the facility if they match the current order given by the attending physician. The outside medication must be clearly marked in the original prescription bottle with the patient's name and dosage listed.

Medication times may differ from the time they were administered at the hospital or at home. The attending physician at the hospital may change these times due to the clinical status of the patient. We can have your attending physician review the dosage times and make changes when possible.

Over the counter medications such as cough drops, aspirin and certain lotions require a doctor's order and cannot be kept in the patient's room.

## Social Services

Social Services can help you plan for discharge, identify sources of financial assistance, refer you to community resources, provide support regarding your health care needs and arrange for appropriate homecare after you are discharged from our facility.

## Housekeeping & Maintenance

Housekeeping will come into your room daily to clean and check to see if all of your cleaning needs are met. Maintenance is available to fix or assist with equipment or furniture repair.





# Facility Services

## Communication Services

**Telephone** is available free of charge. Each patient room has their own direct dial phone number.

**Television** programming is available free of charge. Enclosed in your Welcome Folder is the TV channel listings.

**Internet** is available free of charge. Green Village is equipped with Wi-Fi service throughout the building. Please use the “GreenGuest” option to connect, you do not need a passcode.

**Mail** is delivered to residents personally on a daily basis except for weekends and holidays.

Please have correspondence addressed as below:

**Green Village Skilled Nursing & Rehabilitation**

**Attn \_\_\_\_\_ Room No \_\_\_\_\_**

**708 Moore Road, Green, OH 44319**

## Dining Services

Meals are professionally prepared and planned by our Dietary Manager and Dietician to be both nutritious and appealing. We encourage you to join others in our spacious dining room during the times below or you may choose to dine in your room.

We strive to provide a variety of food service options including when and where you would like to eat. Families are encouraged to join their loved ones for meals and to celebrate special occasions. We are happy to reserve a section of our dining area, a conference room or our Four Seasons room for family celebrations.



<b>Meals served in the Dining Room</b>	<b>Meals served in your Room</b>
Breakfast 8:00am – 9:00am	Breakfast 8:30am – 9:00am
Lunch 12:00pm – 1:00pm	Lunch 12:30pm – 1:00pm
Dinner 5:00pm – 6:00pm	Dinner 5:30pm – 6:00pm

Patients are able to order off of the Always Available Menu anytime during the day.

If the Patient is not on a special diet prescribed by their physician, family may bring in outside food.



### Laundry Services

The facility will wash your clothing unless otherwise stated by the resident or family. There is a 24-48 hour turnaround for laundry. Please make sure all clothing is clearly marked with the resident's first and last name. If the family wishes to take the laundry home to be washed, a fire-resistant laundry container must be provided by the family.

### Transportation Services

You are responsible to arrange and pay for transportation to and from your appointments. If needed, we will assist you with your transportation arrangements.

### Equipment Services

Green Village will provide limited equipment during your stay. Each patient will be evaluated before equipment is issued. Equipment owned by the facility should not be removed without permission from Director of Nursing.

You are able to provide your own medical equipment, but it will be inspected by nursing and social services to ensure your safety.

### Salon Services

Hair & nail services are provided by Salon Source for a fee. Appointments can be scheduled through the Activities Department.

Payments can be paid by check, cash or resident fund account deduction. Checks should be made payable to "Salon Source".

Women's Hair Cut	\$13.00
Men's Hair Cut	\$12.00
Shampoo & Set	\$15.00
Shampoo Only	\$5.00
Blow Dry & Curl	\$15.00
Style Only	\$10.00
Permanent	\$52.00
Color	\$40.00
Color Rinse	\$4.00
Manicure	\$14.00
Polish	\$8.00
File Nails & Clip	\$8.00





# Television Channels

3 – ABC

4 – NBC

5 – FOX

6 – CBS

7 – ION 23

8 – PBS 23

9 – MNT 43

10 – CW 55

11 – Weather Channel

12 – CNN

13 – Headline News

14 – Fox News

15 – A&E

16 – Tru TV

17 – Discovery

18 – Nat Geo

19 – History

20 – Food Network

21 – HGTV

22 – TLC

23 – Lifetime

24 – Lifetime Movies

25 – TV Land

26 – Hallmark

27 – AMC

28 – TNT

29 – TBS

30 – USA

31 – Family Channel

32 – Sports Time Ohio

33 – EWTN

34 – Trinity TBN

35 – TV Guide Channel



# Always Available Menu

## **Egg Salad Sandwich**

Served on a croissant with lettuce & tomato

## **Grilled Chicken Breast Sandwich**

Served on a croissant with lettuce & tomato

## **Baked Fish**

Served with lemon

## **Cheeseburger**

Grilled to order and served on a bun with lettuce & tomato

## **Toasted Cheese Sandwich**

Served with American cheese and grilled to perfection on white or wheat bread

## **Chef Salad**

Fresh lettuce topped with roast beef, ham or turkey, egg, tomato, cucumber and cheese

## **Soup**

Tomato or chicken noodle

## **Sides**

Yogurt cup, chips or cottage cheese



# Sample Activities

Community Outings

Bingo

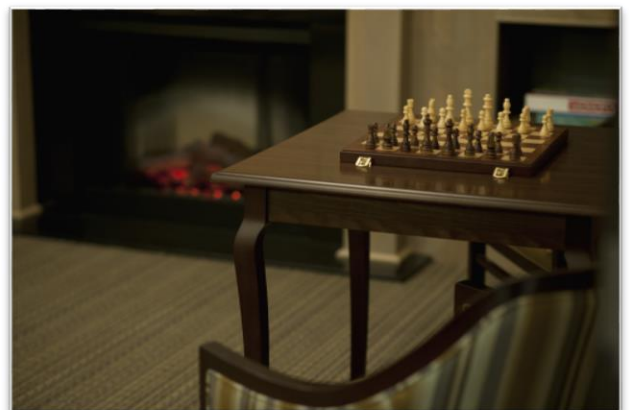
Cooking Club

Movie Nights

Mini Spa Treatments (*manicures*)

Donuts, Coffee and News

Holiday Celebrations





# Accepted Insurances

- Medicare
- Medicaid
- Aetna
- Anthem
- Beech Street
- Care Improvement Plus
- CareSource
- Cigna
- Cofinity
- Corvel
- Emerald Health Network
- Galaxy
- Healthsmart
- Healthsmart Accel
- Interplan Health Group
- MultiPlan Inc
- NPPN
- Ohio Health Choice
- Ohio Preferred Network Inc
- PHCS
- United Healthcare
- USA MCO



# Medical Professionals

**Dr. Brian Pollock**

*1900 23<sup>rd</sup> Street  
Cuyahoga Falls, OH 44221*

**Dr. Mark Smith**

*731 Canton Road  
Akron, OH 44312*

**Dr. Michael Fistek**

*3593 South Arlington Road  
Akron, OH 44312*

**Dr. Atul Goswami**

*1037 North Main Street  
Akron, OH 44310*

**Dr. Leo Clavecilla**

*1260 Independence Avenue  
Akron, OH 44310*

**Dr. Dean Rich**

*2417 Manchester Road  
Akron, OH 44314*