

Shirley Ryan
Abilitylab[®]

Welcome





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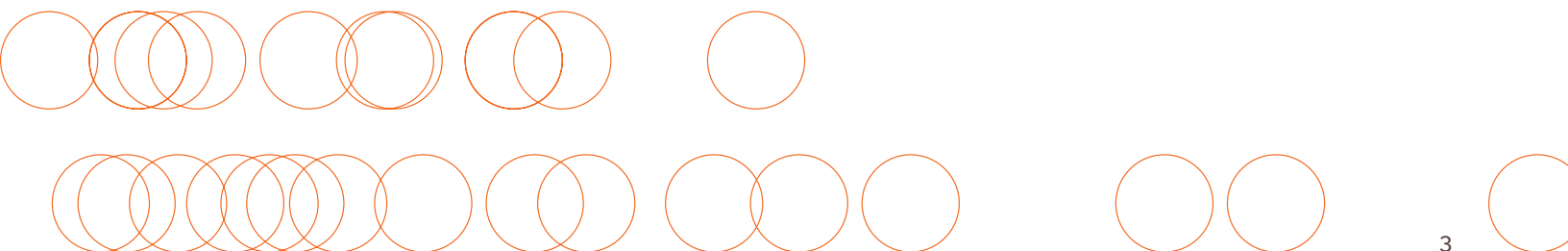
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Welcome to Shirley Ryan AbilityLab



Welcome! Your decision to come to Shirley Ryan AbilityLab is one of the most important choices you'll make during your recovery. We are honored by the trust you've placed in us. At Shirley Ryan AbilityLab, each person you'll meet is committed to helping you Advance your Ability.

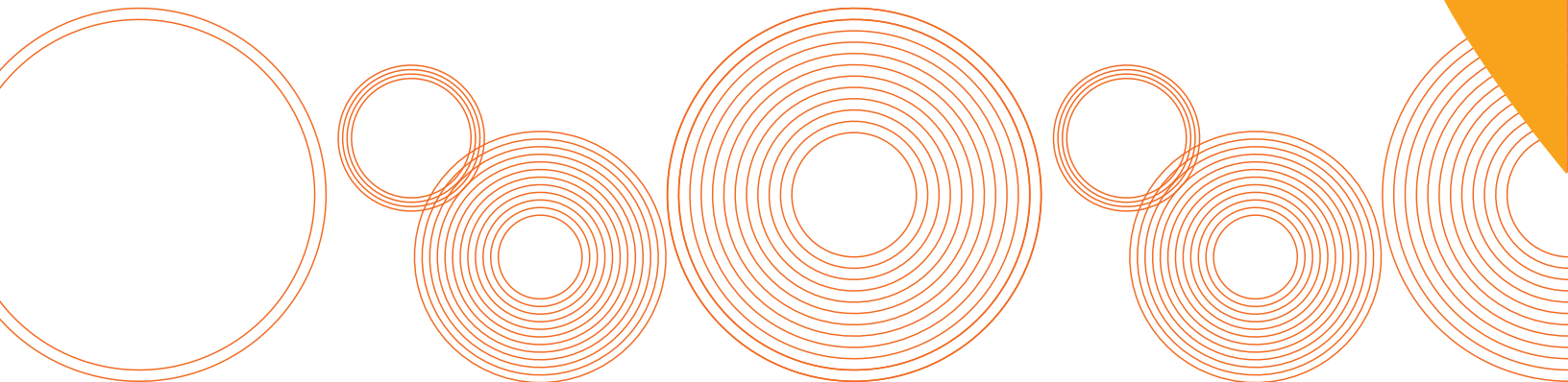
Our approach, which teams you with the world's best physicians, therapists and research scientists, means that you will take a leading role in guiding and improving your outcome. This integration of medicine and science enables us to identify and create treatments that help patients like you recover faster.

In the more than 60 years that we have been providing and refining rehabilitation care, we have learned that our patients do best when they actively participate. We encourage you and your family members to work closely with your care team, sharing motivation and goals, learning new skills, offering feedback and celebrating big and little victories. Your efforts will be matched by those of your doctors, nurses, therapists and staff who have dedicated their careers to helping patients Advance Ability.

We want your experience to be excellent, productive, encouraging and inspiring. Should you have questions, concerns, complaints or compliments, please feel free to speak directly with your care team, or call customer care at 312.238.4410.

With warmest wishes and encouragement for your journey with us, we thank you for choosing Shirley Ryan AbilityLab.

Joanne C. Smith, MD
President & Chief Executive Officer





What to Expect During Your Stay



CARE ROUNDS

Our staff will make care visits (or “rounds”) every day so that you get the best care and assistance — and to keep your family informed and involved. You will be visited by one of your caregivers:

- Approximately every hour during the day, from 6 am to 10 pm
- Approximately every two hours overnight, from 10 pm to 6 am

BEDSIDE REPORT

When nurses change shifts, the nurse who is leaving will report to the nurse taking over — right at your bedside. She or he will introduce you to the nurse coming on shift, review your goals and ensure that you feel comfortable.

BATHROOM ASSISTANCE

When you need to use the bathroom, please remember to ask for assistance by using the call-light button. Accommodations are made for those who cannot use the traditional call-light button. For your safety, staff may be required to stay in the bathroom with you. Showers will usually be scheduled every other day in the evenings. You can discuss your schedule with your nurse.

INITIAL EVALUATIONS & PATIENT SCHEDULE

The day you arrive, you will meet with a nurse and doctor who will complete your first assessments.

Therapy will begin the second day of your stay. At this time, your therapy team will conduct your initial evaluations. Your team may include a physical therapist, occupational therapist, speech-language pathologist and/or psychologist.

A care manager will also meet with you within the first three days of your stay.

Each evening, you will receive your schedule for the next day. You will get the most out of being here by doing the best you can in each therapy session. It is our expectation that you will participate in all of your scheduled therapies to the best of your abilities.

With the help of your nurse or patient care technician, our Up and Ready Program is designed to assure you are on time to each therapy session.

FAMILY PARTICIPATION & CAREGIVER EDUCATION

We strongly encourage family members to come to your therapy sessions and to be present when you receive nursing care. Involvement in these activities is important because it will help your family feel comfortable as you gain independence and plan to go home or to your next level of care.

CLOTHING

To get the most out of daily therapy sessions, please wear athletic shoes and exercise clothing that allow maximum flexibility and comfort. If you didn't bring appropriate clothing, please ask a family member or friend to bring some to you.

FOOD SERVICES & DIETARY NEEDS

A catering associate will visit you every morning to take your order for your meals that day or for the next day. If you have any dietary restrictions, your doctor will add these to the order.

OUTSIDE APPOINTMENTS

We are committed to providing you with the best care and experience while you are with us. Should you have an appointment that is medically necessary or supports your rehabilitation goals, staff members will help you get to the appointment. We will work with you to reschedule any routine appointments (e.g., doctors, clinics, dentists, etc., outside our hospital) until you are discharged.

YOUR HEALTH IS OUR FOCUS

Our hospital is a drug-free, alcohol-free, smoke-free, firearm-free facility; this policy includes all outdoor gardens. Please note, smoking is not allowed within 50 feet of any building entrance, as required by Illinois law.



Visiting Hours & Policy

We encourage visitors and want to make families and friends feel welcome and at home. Visiting hours are every day from 8 am to 8 pm.

- For security reasons, all visitors must register in the 10th floor Sky Lobby and obtain an identification badge, which must be worn at all times while in the building.
- For the safety of our patients, unvaccinated visitors may be limited to specific areas of the facility.
- Exceptions to these regular visiting hours (8 am to 8 pm daily) may be granted by the nurse manager/designee or the nursing house supervisor for specific reasons, such as learning a patient's care or providing ongoing supervision.
- Children 12 or older may visit patients in isolation under the supervision of a responsible adult (other than the patient).
- Children under 12 cannot visit a patient in isolation.

Parking

We will provide you and your family with one complimentary patient parking access card. One vehicle will be able to enter and leave the garage throughout the day at no charge. The access card is only valid for 15 days from the date of issuance. However, accommodations can be made for patients with extended stays. Please contact your unit assistant for more information.

Additional guest parking rates are:

Valet: \$3 with disabled parking placard	Garage: \$3 with disabled parking placard
\$15 for 0–7 hours	\$11 for 0–7 hours
\$20 for 7–24 hours	\$15 for 7–24 hours

Validation is available in the first-floor lobby and in the 10th floor Sky Lobby. If you have any questions about the process or parking, please call the parking office at 312.238.8110. The parking office is located on the 5th floor.

Care Team

Your rehabilitation team is chosen just for you and includes the specific doctors, therapists and other professionals you need to make the best recovery.

DOCTORS (MDs, DOs, APPs)

The type of doctor leading your care team is called a physiatrist. Physiatrists have advanced training and expertise in Physical Medicine and Rehabilitation (i.e., how the body moves). They will:

- Guide your medical care
- Oversee your progress
- Work with the rest of your care team to ensure well-rounded care

Additionally, a Resident Physician, completing his or her advanced training (or “residency”) in physiatry, will work with you and your doctor

REGISTERED NURSES (RNS)

An RN will provide direct patient care, including:

- Administering medications to meet your health, educational and functional goals
- Working with you and your family to develop skills needed to keep you healthy
- Coordinating patient family-centered care
- Addressing patient and family education required for discharge

PATIENT CARE TECHNICIANS (PCTs)

A PCT will:

- Assist you with daily activities, including showering, grooming, dressing and eating
- Work closely with your care team to perform basic care during your stay

PHYSICAL THERAPISTS (PTs)

Your PT will develop an individualized treatment plan to:

- Focus on activities to help with balance, mobility, strength, endurance and range of motion (i.e., getting out of bed and moving around in your environment)
- Identify what changes, including equipment, you need to make to your home or next living environment as you prepare to leave

OCCUPATIONAL THERAPISTS (OTs)

An OT will work with you to develop an individualized treatment plan, which:

- Helps you gain more independence with your daily activities and routine
- Focuses on showering, grooming, dressing, eating
- Works on arm strength and coordination, thinking skills and safety awareness
- Identifies assistive bathroom equipment for your next living environment and ensures that you and your family members have the proper training



SPEECH-LANGUAGE PATHOLOGISTS (SLPs)

An SLP will develop an individualized treatment plan that focuses on:

- Listening and understanding, speaking, reading and writing
- Attention, memory, organization for communication
- Chewing and swallowing safely

RESPIRATORY THERAPIST/ CARE PRACTITIONERS (RCPS)

You may work with an RCP to:

- Identify and assist with special medical equipment to help you breathe if you cannot on your own
- Help determine what kind of therapy is best based on any lung or breathing disorders
- Provide condition-specific education for families

CARE MANAGERS

A Care Manager is a licensed social worker or a Certified Rehabilitation Registered Nurse who will:

- Assess your goals, review your support systems and identify needs at home or in your next living environment
- Work with you and your family to prepare an action plan for when you are ready to leave
- Talk to your insurance company and assist with financial/community resources

RESEARCH SCIENTISTS

Our research scientists:

- Work closely with our clinical teams to help solve clinical problems and apply evidence-based research to clinical care
- Help our clinicians understand breakthroughs on how the body recovers from injury and disease

You may have the opportunity to participate in a research study or trial if you choose to, depending on what active trials are ongoing. Your care team can share more information about how these opportunities may relate to you.

PHARMACISTS

Our clinical pharmacists:

- Review and ensure every medicine you are prescribed is safe and effective for your recovery
- Work with your nurses and physicians to optimize your medication regimen



Other Members of Your Care Team

Our goal is to help you restore your function and independence. Each patient's care team is customized to fit his or her needs.

DIETITIAN

Clinical dietitians will assess your nutritional needs. They will teach you how to make nutritionally sound food choices to speed your recovery process and help you maintain a healthy lifestyle.

PROSTHETIST & ORTHOTIST

Our team works with you to provide the right prosthetic or orthotic device to help you meet your goals. We provide everything from prefabricated orthoses (braces) to customized microprocessor lower-limb prostheses ("smart" artificial limbs).

PSYCHOLOGIST

Most patients will have a psychological evaluation within the first few days. Depending on patient needs, a psychologist will work with other staff members to offer individual and group therapy.

RECREATIONAL THERAPIST

Our Therapeutic Recreation team is composed of therapists who specialize in ways to make recreational activities fun, engaging and healing. The team schedules events during the week and on the weekends that are available to all patients.

TECHNOLOGIST

Specially trained therapists will assess, identify and recommend appropriate assistive devices to help you communicate. Together, we will make sure you are comfortable with the equipment and are able to use it to its full potential.

UNIT ASSISTANT

The unit assistant (UA) is an integral part of your care team and can be located at the center nursing station (i.e., the one closest to the visitor elevators), seven days a week, generally from 7 am to 8:30 pm. They have information on therapy schedules, your care team, parking, restaurants and other services nearby. Your UA will assist you in any way they can.

WHEELCHAIR SEATING SPECIALIST

Specially trained OTs and PTs will conduct an evaluation of your unique abilities, needs, lifestyle and environment. They will recommend a wheelchair seating system, which may include specialized supportive cushions; backrests; headrests; or trunk, arm and leg supports.

Your Room

Your room is designed for safety, comfort and easy communication with staff. Staff members can answer questions, demonstrate how to operate your bed, control your television or use the call-light button. If you bring personal electronics requiring electrical power, our staff may need to inspect them before use. Avoiding clutter in your room helps us maintain a safe environment.

INTERNET

Wi-Fi and wireless internet access is available in your room and throughout the hospital.

PHONE CALLS

To dial a number inside the hospital, begin with the number 8, followed by four more digits. Please see the last page of this brochure for many useful extensions.

To dial a number outside of the hospital, remember to press 9, then 1, then the area code and then the number you are calling (9+1+Number).

BATHROOM

In the room, there is a toiletries shelf near the shower for your belongings and a hamper for dirty linens. The toilet is accessible from either the right or left side. Bathrooms are strictly for patient use only.

STORAGE SPACES

There are multiple locations for storage throughout the room, including shelving and hanging space. There is also space for staff to store supplies needed for your care.

LOCKED CABINET

Your room has a locked cabinet located in the closet in which you can securely store and lock up your items. There are also wall and USB ports within the cabinet for charging electronic devices. You will be able to set a personal security code. Should you forget it, security will be able to reset it.

Unfortunately, we cannot be responsible for loss of valuables.



Your safety is important to us. We know that most patients have goals for improving their strength and mobility, and we want you to feel comfortable calling staff for assistance whenever you are getting out of bed.

When you press your call-light button, a nurse or PCT will respond in person or by phone. Accommodations are made for those who cannot use the traditional call-light button.

FAMILY & VISITOR AMENITIES

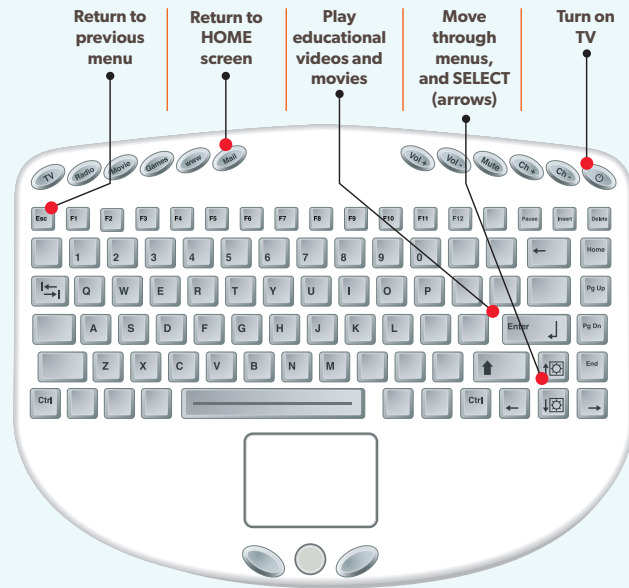
In order to provide comfort for your visitors, there is a sofa, which can open into a sleeper bed. The bedside table is also equipped with three drawers, as well as USB and power outlets.

IN-ROOM TECHNOLOGY

Through your television, you can access an in-room education, entertainment and information center called MyStation.

With MyStation, you can:

- Access your therapy schedule
- Control the light switches and blinds in your room
- Watch relaxation videos
- Find music and movies
- View the catering menu
- Search our education library



How to Use MyStation

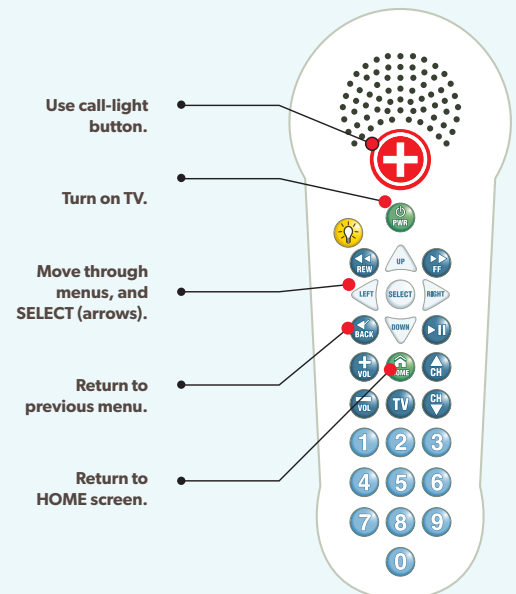
KEYBOARD

Use the **up**, **down**, **left** and **right** arrows to navigate the menus on the television, and then use the **enter** key to make your choice. Across the top of the keyboard, four buttons will take you directly to specific menu items (**TV**, **internet**, **games**, **movies**), and you can also access **channel up/down** and **volume up/down** buttons there.

The keyboard battery will hold a charge for approximately eight hours, so please return the keyboard to the charging station when not in use.

PILLOW SPEAKER

Your pillow speaker can be used to contact your nurse. Use the large red and white button at the top.



Floor-by-floor Guide

Our new model of care embeds clinical and research teams among patients, 24/7. In this setting, research will not just coexist with patient care, it will be integrated full time into the clinical environment.



OUR ABILITY LABS

Our five ability labs are uniquely designed for treating patients using our revolutionary, applied-research model. Each lab offers an inspiring environment in which experts, equipped with the most advanced technology and cutting-edge research, implement a therapeutic recovery plan for each patient — with the patient guiding the process.



Innovation Centers





Center nursing station

Exploring Your Innovation Center

INNOVATION CENTERS

With the unique needs of each patient at the center of care, our five Innovation Centers bring the best talent in medicine, nursing, therapy and research together in real time and the same physical space:

- Brain
- Spinal Cord
- Nerve, Muscle & Bone
- Pediatric
- Cancer

By design, they are fitted with all of the latest smart-room, mobility and therapeutic devices and equipment.

FLOOR LEADERSHIP

Your care is led by a medical director, an allied health manager and a nurse manager.

- The **nurse manager** will oversee your care providers, ensure that your needs are met and resolve any issues that may arise.
- The **allied health manager** will oversee your therapy care providers and monitor your progress in therapy.
- The **care manager** will provide support, community resources and help plan for your discharge.

Along your hall, there are three care stations — one at each end and one in the middle. The stations are set up this way so that your nurse and patient care technician (PCT) can work from the station closest to your room.

HUB

The HUB is a place where you may meet for therapy sessions or spend time with visitors. We also encourage you to eat meals in the HUB. If your doctor approves eating food not prepared by the hospital, you may store your own food in the HUB refrigerator, which is adjacent to the water/ice machine.

GUEST RESTROOMS

For visitors, public restrooms are located on each of the patient floors near the HUB, as well as on the 1st, 10th and 12th floors. The bathrooms in the patient rooms are strictly for patient use only.

LAUNDRY

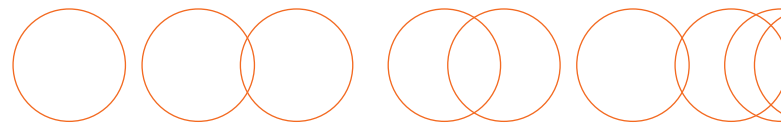
Facilities and supplies for patients are located on every floor in the HUB at no cost to you. If you need help, please ask your Patient Care Technician.

LEAVING THE FLOOR

With your safety in mind, it is important to check out at the center nursing station (i.e., the station near the main entrance to the floor) every time you leave the floor. All off-unit opportunities will be assessed by your care team.

TREAT OTHERS WITH RESPECT

At Shirley Ryan AbilityLab, respect is core to our culture. As members of our community, please help us preserve and uphold this important value. Threatening or aggressive behavior — including verbal statements — toward patients, visitors and staff will not be tolerated. As appropriate and required by Illinois law, physical assault will be reported to law enforcement. Thank you for your commitment to championing our culture of respect.



Support Services

CHAPEL & SPIRITUAL CARE

During rehabilitation, many patients and their families seek spiritual support. The Chapel/Meditation Room is on the 10th floor and is always available, any time of the day or night.

The Spiritual Care staff is available seven days a week. They offer a variety of religious or spiritual support, including individual visits, worship services, meditation sessions and complimentary wellness therapies. Ask any staff member to contact a chaplain for you, or use your room phone to call 8.1200. Additionally, there is a channel on MyStation that offers meditative and nature videos.

Find a list of important phone numbers on page 26.

INTERPRETER

Phone interpreters are available for more than 180 foreign languages, 24 hours a day, at no cost to you. If a patient or family member needs the assistance of a foreign language or sign language interpreter, please speak with any staff member to make the necessary arrangements. See page 27 for more information on our language services.

PATIENT & FAMILY PSYCHOSOCIAL SUPPORT SPECIALISTS

The patient and family support staff offers ongoing social and emotional support for you and your family members. Counseling is available, at the patient's request, because we recognize that many patients are going through difficult and stressful changes in their lives. These staff members have backgrounds in clinical social work or psychology and are available to meet with you in the first few days after you arrive.

THERAPEUTIC RECREATION

Recreational therapists and Child Life specialists help you adjust to new ability levels, reintroduce you to community activities and everyday interests through pet therapy, art therapy and music therapy.

Parents of pediatric patients should contact the Child Life Specialist at 8.6204. For additional information, please contact the Therapeutic Recreation Department from your room phone at 8.3980.

VOLUNTEERS

Volunteers help patients and families with a variety of needs, such as taking you to a therapy session or a special event, or helping your therapist during your therapy. For additional information, or to request a volunteer, please call the Volunteer Services Office from your room phone at 8.6026.





LIFE Center

Located in the Sky Lobby (10th Floor), the Henry B. Betts LIFE Center offers a comfortable place to browse carefully selected resources, including books, magazines and DVDs, and to explore health information on the internet.

RESOURCES

Our staff are knowledgeable educators who assist people in finding information about community services, support groups, government programs and products especially designed for each individual. The LIFE Center also offers peer mentoring and hosts several peer panels

throughout the year. Mentors share strategies and tips learned during their recovery and transition to the community.

EDUCATION

Our multimedia education center and virtual education materials offer you, your family, staff and the public information on injuries or conditions that affect physical and cognitive functions. The goal in providing these extensive resources is to empower individuals to make the best choices for themselves and their families.

Our website includes access to thousands of LIFE Center resources on the following topics:

- Education and employment
- Finance and law
- Housing and transportation
- Inspiration and hope
- Medical information and care
- Providing care and equipment
- Recreation and leisure
- Support and wellness

For more information, visit
sralab.org/lifecenter

ATM & PARKING VALIDATION

There is an ATM and parking pay station in the 10th floor Sky Lobby. Validations are available from the Sky Lobby Navigators at visitor check-in.

COMPUTERS

You are welcome to use a laptop or tablet in your room. Please do not leave these items out or unattended because we cannot be responsible for their security.

Computers with internet access are also available in the LIFE Center, which is located on the 10th floor. If you need assistance with internet access, please contact our Help Desk from your room phone at 8.1234.

DINING

The cafeteria is on the 12th floor. Hot and cold meals, fresh fruit, salads and healthy snacks are available during hours of operation. There are also vending machines, a Farmer's Fridge and microwaves. Another option is Argo Tea on the 10th floor.

Cafeteria Hours

Monday–Friday

- Breakfast: 7–10 am
- Lunch: 11 am–2 pm
- Dinner: 4–7 pm

Saturday–Sunday

- Breakfast: 7:30–10 am
- Lunch: 11 am–2 pm
- Dinner: 4–6:30 pm

Argo Tea Hours

Monday–Friday

6 am–11 pm

Saturday–Sunday

8 am–3 pm

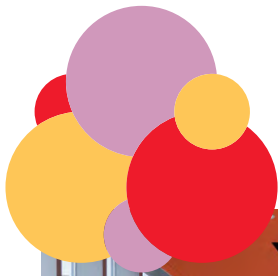
MAIL SERVICE

You can receive mail and packages during your stay. Please make sure to have items addressed to the name that is on your medical record and include your room number.

Mail will be delivered by volunteers Monday through Friday, from 8 am to 4 pm. Once packages arrive, they will appear as “delivered” on a tracking system, but that means they have been delivered to us. Then we need a short period to deliver them to you. We will make every attempt to deliver all mail and packages in a timely fashion. **If you are waiting for an urgent or overnight package, please provide tracking information to your nurse manager.**

READING MATERIAL

Upon request, volunteers will bring the book and magazine cart to your unit for browsing. For more information, please contact 8.6026.





Adaptive Sports & Fitness Program

The Adaptive Sports & Fitness Program gives individuals with a primary physical impairment (i.e., a primary physical loss of function) the opportunity to participate in a variety of year-round sports and recreational activities such as adaptive sports and fitness classes.

Through these programs, we hope to provide safe and welcoming places to socialize and engage in physical activity and fitness for people of all ages and all abilities.

FITNESS CENTER

Shirley Ryan AbilityLab’s Fitness Center provides members with a well-equipped, accessible gym designed for people of

all abilities. It offers fitness services and modified group classes to help people be active and achieve their fitness goals.

Each year, the Fitness Center serves more than 600 community members through gym visits, one-on-one functional fitness appointments with our exercise physiologists, partner training and fitness classes. Our goal is to reduce barriers to physical activity — for everyone.

ADAPTIVE SPORTS

Our program engages athletes of all skill levels — from novices eager to try a new sport to athletes training for elite-level competition, including the Paralympics and the Invictus Games.

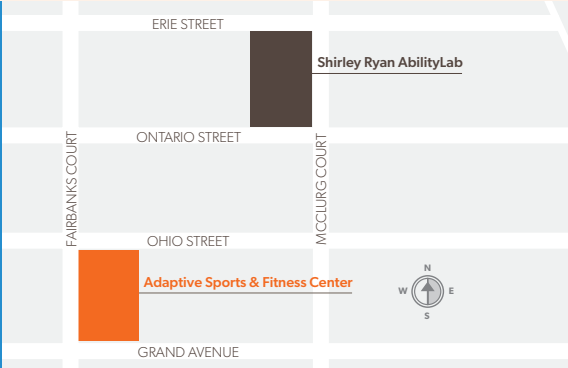
In addition to these programs, our staff engages more than 100 hospital inpatients through sports each year by hosting tournaments, one-time visits, outreach and family inclusion.

The goal of our program is to increase participants’ self-confidence, reduce isolation, promote healthy and active lifestyles, and introduce a sense of possibility to athletes who might not otherwise have access to adaptive sports and recreational opportunities.

Since its inception in 1981, Shirley Ryan AbilityLab’s Adaptive Sports Program has been recognized as a national leader in the field. Each year the program engages some 450 athletes, and that number continues to grow. In addition to team sports, we offer specialty programs for youth and Veterans — introducing participants of all ages to the social and fitness benefits of adaptive sports.

Our fitness center is available free of charge to family members of current inpatients.

541 North Fairbanks Court
 Mezzanine Level
 Chicago, IL 60611
 312.238.5001





Getting Around the Neighborhood

If your doctor tells you it is safe to do so, you can request a day pass to go outside in the neighborhood. Once you and your family have more training, you can also get a pass to go home during the day.

WHERE TO STAY NEARBY

Your care manager is happy to provide you with a list of places to stay in the area that offer discounted room rates for families and friends of our patients.

TAXI SERVICE

The valet service at the main entrance is happy to hail a taxi for you. There is also a taxi stand across the street, outside of the 680 North Lake Shore Drive building (at McClurg Court and Erie Street). Wheelchair-accessible taxis are available. For information, contact the staff at the first-floor lobby reception desk, 8.1052.

PARKS & LAKEFRONT

The City of Chicago offers an extensive network of free beaches and public parks that stretches along the Chicago lakefront. Oak Street Beach is within a few blocks of the hospital. A lakefront path for walking, biking and jogging winds north for miles through nearby neighborhoods. Bike rentals are available at two lakefront locations: Navy Pier on Grand Avenue, and Ohio Street Beach, just east of Lake Shore Drive. There are also many Divvy bike rental stations nearby and throughout the city.

NEIGHBORHOOD RESOURCE GUIDE

This information and more can be found in the Neighborhood Resource Guide located at the center nursing station in each Innovation Center.

MEDICAL CAMPUS

- A** Shirley Ryan AbilityLab
- B** Shirley Ryan AbilityLab Adaptive Sports & Fitness Center
- C** Northwestern Memorial Hospital: Feinberg and Galter Pavilion
- D** Olson Pavilion
- E** Prentice Women's Hospital
- F** Ann & Robert H. Lurie Children's Hospital of Chicago
- G** Ronald McDonald House


DINING

- 1** Café, 12th floor
- 2** Argo Tea, Sky Lobby
- 3** McDonald's
- 4** Starbucks
- 5** Café Descartes
- 6** Timothy O'Toole's Pub
- 7** Chipotle
- 8** Potbelly Sandwich Works
- 9** Corner Bakery
- 10** Gino's East Pizzeria
- 11** Indian Garden
- 12** Yolk Café
- 13** Lyfe Kitchen
- 14** Subway
- 15** Northwestern Memorial Hospital Feinberg Pavilion Food Court

HOTELS

- 1** The Gwen
- 2** Courtyard by Marriott
- 3** InterContinental Chicago
- 4** Residence Inn by Marriott
- 5** DoubleTree by Hilton Hotel
- 6** Hampton Inn
- 7** Wyndham Hotel
- 8** Inn of Chicago
- 9** Mile North Chicago
- 10** The Ritz-Carlton
- 11** The Peninsula
- 12** The W Hotel

AMENITIES

- 1** 7-Eleven
- 2** Walgreen's (with Pharmacy)
- 3** U.S.P.S.
- 4** Barbara's Bookstore
- 5** Whole Foods
- 6** Target
-  Divvy Bike Station

Your Healthcare Decisions

YOUR RIGHTS

It is the policy of Shirley Ryan AbilityLab to provide you with information about how to ensure your healthcare wishes are respected to the fullest extent possible. Illinois law gives you the right to accept or reject medical treatment, including ongoing hospitalization. You also have the right to give direction, in advance, about the kind of healthcare you want, should you be unable to make or express your decisions and wishes.

ADVANCE DIRECTIVES

One way you can control your future healthcare is by signing an advance directive, which describes the kind of medical care you want and/or names a trusted relative or friend to make decisions for you. In the State of Illinois, there are four kinds of advance directives, which include: the Healthcare Power of Attorney, the Living Will, the Mental Health Treatment Preference Declaration, and the Do-Not-Resuscitate (DNR) Practitioner Orders for Life-Sustaining Treatment (POLST) form. Any competent person who is at least 18 years old may create and sign an advance directive. Although you do not need an attorney to complete these documents, the POLST form requires a practitioner signature. If you have any questions, you may wish to consult an attorney and your physician prior to making any decisions about future

treatment. Care Managers at the hospital can provide you with advance directive forms. **You can also download these forms and get more information at the Illinois Department of Public Health website (www.idph.state.il.us/public/books/advin.htm).**

HEALTHCARE POWER OF ATTORNEY

The Healthcare Power of Attorney (also known as a “Durable Power of Attorney for Healthcare”) is a legal document that allows you to choose a person, called your “agent,” to make healthcare decisions on your behalf if, in the future, you become unable to do so. A Healthcare Power of Attorney takes effect whenever you cannot make healthcare decisions for yourself (not just if you are terminally ill) and covers a broad range of medical decisions.

Who can be my agent?

Any person over 18 who is able to understand and make decisions about your healthcare can be your agent. Your physician, or other health care providers involved in your care, may not be your agent. Most people name a close relative or trusted friend. It is okay if your relative or friend is a healthcare provider, as long as he or she is not part of your care team. It is important to talk to your agent about your wishes so that they can speak for you if you are unable to speak for yourself.

Is my agent responsible for my healthcare costs?

No, your agent will not be held responsible for the cost of healthcare services and treatment that he or she arranges, unless he or she has an obligation to do so in another capacity.

What decisions can my agent make?

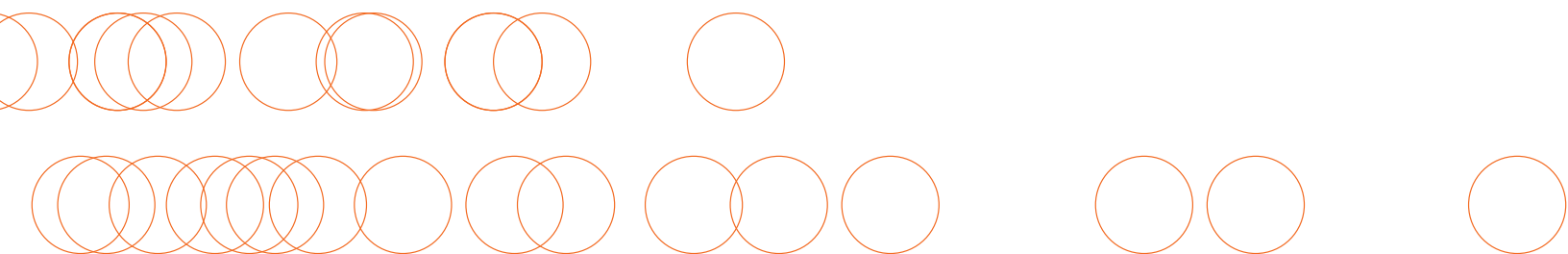
Your agent can make any healthcare decision that you would make if you were able to do so. However, you can limit your agent’s powers or give your agent special instructions by clearly stating them on the Healthcare Power of Attorney form.

LIVING WILL

The Living Will is a legal document that tells your physician not to perform certain medical procedures that prolong the dying process if you become terminally ill. “Terminally ill” means that you have a condition that cannot be cured or reversed, and death is expected soon.

If I have a traditional will, do I need a Living Will?

A Living Will is different from a traditional will, which is also called a “testamentary” will. A testamentary will addresses issues of inheritance and the distribution of your assets after your death. A Living Will addresses your end-of-life medical care when you have a terminal condition.



With a Living Will, can I still receive pain medication?

Yes, your physician can provide you with pain medication and other treatments to make you comfortable.

MENTAL HEALTH TREATMENT PREFERENCE DECLARATION

This is a document you can sign to state your wishes about psychotropic medication, electroconvulsive therapy and/or admission to a mental health facility. **For more information, see www.idph.state.il.us/public/books/advin.htm.**

DO NOT RESUSCITATE (DNR)/ PRACTITIONER ORDERS FOR LIFE SUSTAINING TREATMENT (POLST) FORM

In case your heart and/or breathing stop, A DNR/POLST form allows you to select preferences regarding life-sustaining treatments, including whether or not you would like the medical team to attempt cardio-pulmonary resuscitation (CPR). It must be signed by an authorized practitioner (your physician, a nurse practitioner or physician's assistant), by you (or your legally authorized representative) and by someone who witnessed the form being signed.

Why would I need a DNR/POLST form?

In most instances, a DNR/POLST form is for people who are very sick, or have strong preferences about whether they want CPR attempted or not. Please ask your physician if you think you are interested in a DNR/POLST form or want to know more.

How can I get a DNR/POLST form?

After you and your practitioner have a conversation about your wishes and treatment preferences, you can then fill out a DNR/POLST form. After these actions have been taken, your practitioner can enter a new DNR/POLST order into your medical record.

I had a DNR/POLST form and order at another hospital. Is it still valid?

Yes, if the DNR/POLST form is filled out correctly (including signatures). Your practitioner will need to review the DNR/POLST form with you and enter the order into your Shirley Ryan AbilityLab medical record.

Can my DNR/POLST form and order be changed?

Yes. You can revoke or create a new DNR/POLST order at any time. It should be re-evaluated by you and your practitioner whenever your medical condition changes.

IN THE ABSENCE OF AN ADVANCE DIRECTIVE

Whether or not you complete an advance directive is up to you. If you do not have an advance directive and are unable to make your own healthcare decisions, the Illinois Healthcare Surrogate Act states that an individual, called a "surrogate," can be named to make most medical treatment decisions for you.

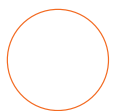
Your medical team will recognize the following person(s) as your surrogate by order of priority, as set by Illinois law:

1. Guardian of the person
2. Your spouse
3. Your adult children
4. Your parents

5. Your adult brothers or sisters
6. Your adult grandchildren
7. One of your close friends
8. Guardian of the estate

If you have questions about an advance directive, or are uncertain about how to proceed, talk to your physicians, Care Managers, family members, friends or a trusted advisor, such as an attorney. Your physician can provide information about your medical care that may help to clarify your wishes. Although our staff members cannot provide legal advice, your Care Manager can assist you in completing the forms indicating your wish for a Power of Attorney for Healthcare or Living Will, and your physician, nurse practitioner or physician's assistant can help you with a DNR/POLST form.

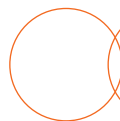
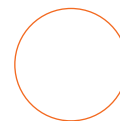
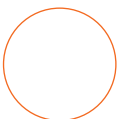
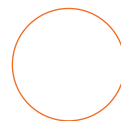
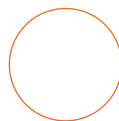
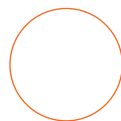
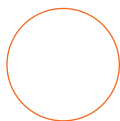
We strive to maintain an atmosphere that fosters compassion, dignity and the preservation of human rights, while also providing comprehensive rehabilitation services to persons with physical disabilities. We respect your rights, and those of your healthcare providers, through the following codes of conduct. When referring to "you" as a patient, we include in that reference authorized representatives, should you, the patient, be unable to make such decisions.



Patient Rights



- 1.** You have the right to respectful, considerate care.
- 2.** You have the right to know, by name, the physician responsible for managing your care. You have the right to know your diagnosis, treatment and the expected outcome in a language you understand.
- 3.** You have the right to participate in the planning and delivery of your care.
- 4.** If you are admitted to Shirley Ryan AbilityLab, you have the right to have a family member, or representative of your choice, and your personal physician notified upon your inpatient admission to the hospital.
- 5.** You have the right to choose who visits you, refuse visitors at any time and be informed of any reasons for visitor restrictions (e.g., infection control issues, safety concerns, patient need for rest, minimum age requirements for visitors).
- 6.** You have the right to refuse treatment to the extent allowed by law and to be told of the possible medical consequences of your refusal.
- 7.** You have the right to make informed decisions about your care. This right includes being informed of your health status, available treatment, the benefits and risks of each treatment and the expected outcome of each treatment. This information will be delivered in terms you understand (including foreign language or sign language interpretation).
- 8.** You have the right to complete advance directives concerning your healthcare, and for the hospital to honor those advance directives to the extent allowed by law.
- 9.** You have the right to know that Shirley Ryan AbilityLab is a teaching institution and has affiliations with other healthcare and academic institutions. This means that trainees may be a part of your care team.
- 10.** You have the right to confidentiality of your medical records and your medical care program. All records, discussions, consultations, examinations and treatments related to your medical care are considered confidential. This means they will only be shared with those participating in your care, and anyone else you say can see those records, except where the law provides otherwise.
- 11.** You have the right to be told if any procedure proposed for you is experimental, and you have the right to refuse that procedure.



- 12.** When discharged from the hospital, you have the right to be informed of your continuing healthcare requirements and options for follow-up care.
- 13.** You have the right to receive care in a safe setting.
- 14.** You have the right to be free from all forms of abuse and harassment.
- 15.** You have the right to examine and receive a reasonable explanation of your bill, regardless of the source of payment.
- 16.** You have the right to request and receive a copy of the information contained in your medical records.
- 17.** You have the right to be free from seclusion (or being removed from contact with others). You have the right to be free from any form of restraint that is not medically necessary or that is used only as a means of coercion, discipline, convenience or retaliation by staff. Seclusion or restraints may be used only when needed for the safety and medical well-being of yourself, others, and when other options have been determined ineffective.
- 18.** You have the right to know which Shirley Ryan AbilityLab policies, rules and regulations apply to you.

- 19.** You have the right to express your cultural practices and spiritual beliefs, as long as they do not harm others or interfere with the planned course of your care.
- 20.** You have the right to have your pain assessed and treated.
- 21.** You have the right to bring your concerns to any staff member or any member of your treatment team, including your therapists, nurses, the manager of your unit or site or your Shirley Ryan AbilityLab doctor, who are all available to assist you.

In addition, you have the right to call the confidential Customer Care telephone line from any location by dialing 8.4410, or from an outside line by calling 312.238.4410. You also have the right to speak to an administrative director or vice president, all of whom are committed to quality care and serving the needs of our patients and their families.

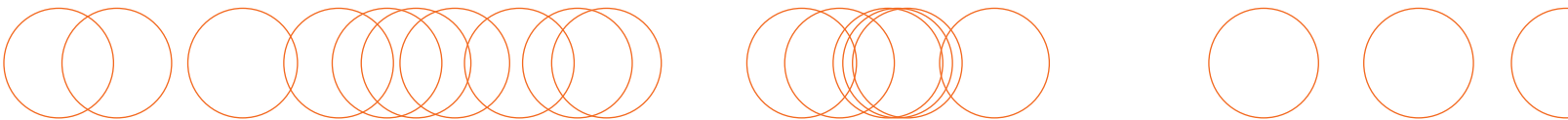
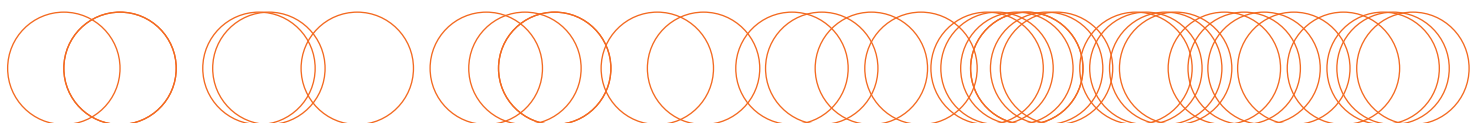
You may also wish to contact the following agencies regarding unresolved complaints or grievances:

- A. *The Joint Commission on Accreditation of Healthcare Organization's Office of Quality and Patient Safety (OQPS) by mail at One Renaissance Boulevard, Oakbrook Terrace, IL 60181; by fax at 630.792.5636; or electronically at www.jointcommission.org using the*

"Report a Patient Safety Event" link in the "Action Center" on the homepage of the website, or


- B. *The Illinois Department of Public Health* by phone at 1.800.252.4343; by fax at 217.524.8885; or by mail at 525 West Jefferson Street, Ground Floor, Springfield, IL 62761-0001*
- C. *Medicare beneficiaries may also contact the Illinois Quality Improvement Organization, Livanta, by phone at 1.888.524.9900, or electronically by visiting www.livantaqio.com*
- 22.** You have the right to receive a paper copy of this Patient Bill of Rights and Responsibilities.

**Illinois Department of Public Health final reports and orders from the past five years are available for public inspection.*

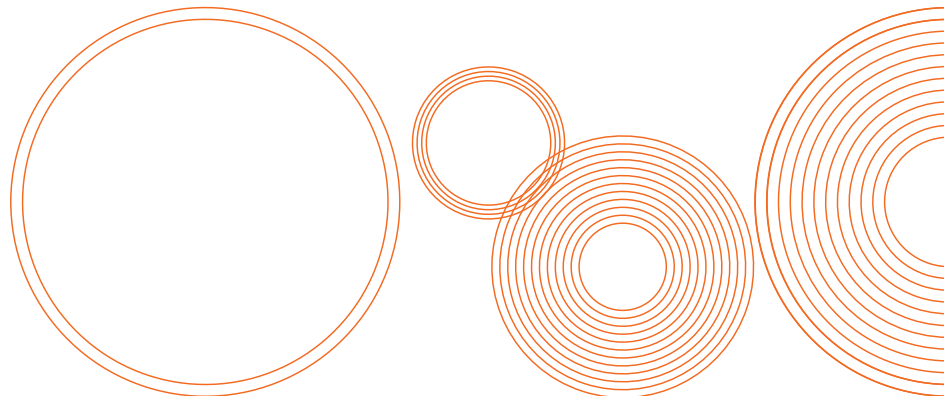


Patient Responsibilities

- 1.** You are responsible for being an active participant in your care, for following the proposed course of treatment and for expressing any questions or concerns you may have about the treatment.
- 2.** You and your family are responsible for providing a medical history that is as accurate and complete as possible. You are responsible for ensuring that your treatment team knows of any changes in your condition during your stay.
- 3.** You and your visitors are responsible for respecting the rights and beliefs of other patients.
- 4.** You and your visitors are responsible for following Shirley Ryan AbilityLab's Policies and Procedures during your visit.
- 5.** You and your visitors are responsible for treating your healthcare providers with courtesy and respect for their professional expertise.
- 6.** If you have an outpatient appointment, you are responsible for arriving at your treatment facility at least 15 minutes before a scheduled appointment. If you fail to cancel an outpatient appointment 24 hours before the scheduled date and time, you will be charged a \$25 no-show fee.
- 7.** You are responsible for discussing pain relief options with your doctors.
- 8.** You are responsible for calling in advance if you cannot attend an appointment, or know you will be late. Your treatment may be discontinued if you miss several appointments without notice.
- 9.** You are responsible for understanding what your health insurance covers in regard to your treatment and for helping to ensure proper payment procedures. Additionally, you are responsible for making sure that your insurance card and the information it contains is current at all times.



If you have questions or concerns about your care, please talk with your Care Manager. If your Care Manager is not available, please bring your issues or concerns to the Nurse Manager on your unit. You may also contact customer care from your room telephone at 8.4410, or from an outside line at 312.238.4410.



Commitment to Non-discrimination & Access

Shirley Ryan AbilityLab complies with applicable federal civil rights laws and does not discriminate or treat people differently on the basis of race, color, national origin, age, disability or sex.

To ensure meaningful access to our services, Shirley Ryan AbilityLab:

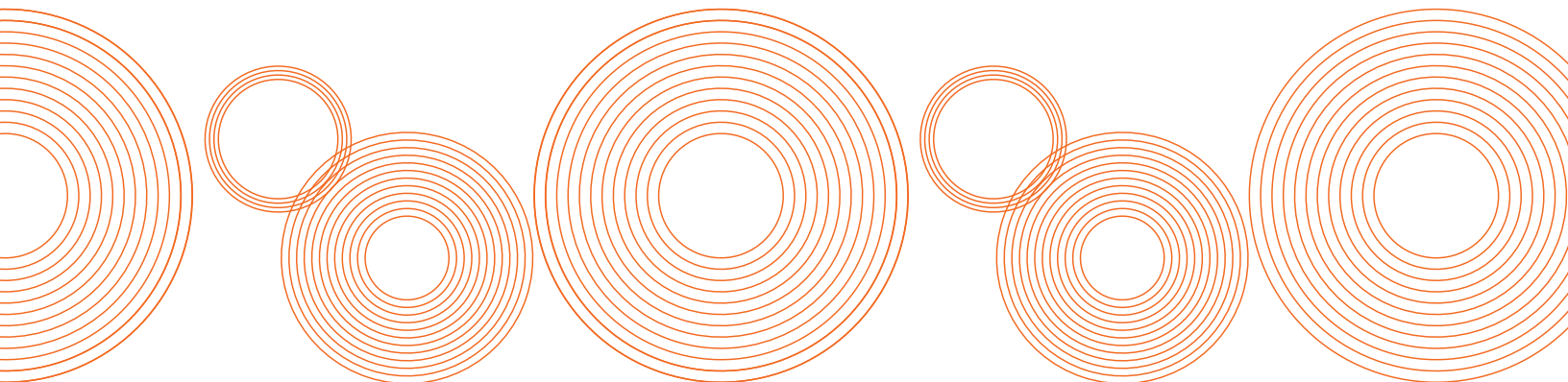
- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Information in alternative formats (e.g., large print, audio)
- Provides free language services to patients whose primary language is not English. Services include:
 - Qualified interpreters
 - Information written in other languages

If you need these aids or services, please notify a member of your care team.

If you experience any difficulty in obtaining these aids or services, or you believe Shirley Ryan AbilityLab has discriminated on the basis of race, color, national origin, age, disability or sex, you can file a grievance with Shirley Ryan AbilityLab's Director of the Donnelley Ethics Program, 355 East Erie Street, Chicago, Illinois 60611; by phone at 312.238.1885; by fax at 312.238.8122. You can submit a grievance in person or by phone, mail or fax. If you need help preparing a grievance, Shirley Ryan AbilityLab's Director of the Donnelley Ethics Program is available to assist you.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf; or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1.800.368.1019, 800.537.7697 (TDD)



Contacts

We try to provide the most commonly requested information about Shirley Ryan AbilityLab and our neighborhood. Providing this information is only a first step, however. It's important to us that patients and their families have what they need — so let us know if needs arise. If you require information, or have needs not addressed here, please tell a staff member. We will do our best to help. There is additional orientation information on MyStation, or you can visit sralab.org.

SHARE YOUR STORY

Individual success stories are the best proof that our clinicians and researchers are leaders in their fields, providing the most advanced care to patients like you — always with compassion and excellence. You are the best person to inspire other patients by sharing your story with our research hospital and your community. If you would like to do so, please e-mail mystory@sralab.org.

MAKE A GIFT

Because we are a not-for-profit hospital, a gift to us advances our groundbreaking research and world-class rehabilitation care and helps many others, for years to come. To make a charitable gift, please call 312.238.8055; email advancement@sralab.org; or contact your healthcare provider.

FROM OUTSIDE LINE

Main Hospital Number **312.238.1000**
Main Number TTY/TDD... **312.238.1059**

FROM INSIDE LINE

Customer/Patient Care **8.4410**
Internet Services & Help Desk **8.1234**
Meal Services **8.1496**
Security **8.6063**
Ethics **8.1885**
Medical Records **8.6185**
Financial Services **8.6039**
Advancement **8.6013**

Center Nursing Station

18th floor **8.1800**
19th floor **8.1900**
20th floor **8.2000**
21st floor **8.2100**
22nd floor **8.2200**
23rd floor **8.2300**
24th floor **8.2400**
25th floor **8.2500**

Additional Services

Global Patient Services **8.4118**
LIFE Center **8.5433**
Spiritual Care **8.1200**
Volunteer Office **8.6026**
Therapeutic Recreation **8.3980**
Child Life Specialist **8.6204**
Sports & Fitness Center **8.5001**
Interpreter Services **8.3020**

Follow Us

Follow Shirley Ryan AbilityLab and get the latest on patient stories, research and the hospital.

 [@ShirleyRyanAbilityLab](https://www.facebook.com/ShirleyRyanAbilityLab)

 [@AbilityLab](https://twitter.com/AbilityLab)

 [/ShirleyRyanAbilityLab](https://www.youtube.com/ShirleyRyanAbilityLab)

 [@abilitylab](https://www.instagram.com/abilitylab)

 sralab.org

Language Services

Interpreter assistance is available upon request — 24-hours a day and free of charge for all Shirley Ryan AbilityLab patients. Ask any staff member for assistance.

Any concerns regarding interpreter services may be directed to Shirley Ryan AbilityLab at 312.238.1885 (TTY 312.238.1059); the Illinois Department of Public Health at 800.252.43; or the U.S. Department of Health and Human Services Office for Civil Rights at 800.537.7697.

ARABIC

ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية متوفرة لك مجاناً. للمساعدة، الرجاء التواصل مع Shirley Ryan AbilityLab مع موظفي

CHINESE

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。如需援助，請聯繫任何 Shirley Ryan AbilityLab 員工

FRENCH

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Pour obtenir de l'aide, veuillez contacter un représentant du Shirley Ryan AbilityLab.

GERMAN

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Falls Sie Hilfe benötigen, wenden Sie sich bitte an einen Mitarbeiter von Shirley Ryan AbilityLab.

GREEK

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Για βοήθεια, παρακαλούμε επικοινωνήστε με οποιοδήποτε συνεργάτη της Shirley Ryan AbilityLab.

GUJARATI

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નન:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. સહાયતા માટે, કૃપા કરી કોઈપણ Shirley Ryan AbilityLab સહયોગીને સંપર્ક કરો.

HINDI

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके ललए मुफ्त में भयाषया सियायतया सेवयाएं उपलब्ध हैं। सियायतया के ललए, कृपया कोई भी Shirley Ryan AbilityLab सियागी को सं पकू करें।

ITALIAN

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Per assistenza, rivolgersi a un collaboratore della Shirley Ryan AbilityLab.

KOREAN

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 언어 지원(통역)이 필요하시면, Shirley Ryan AbilityLab 직원에게 알려 주십시오.

POLISH

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Po pomoc prosimy skontaktować się z dowolnym pracownikiem Shirley Ryan AbilityLab.

RUSSIAN

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Для получения помощи, пожалуйста, свяжитесь с любым работником Shirley Ryan AbilityLab

SPANISH

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Pida asistencia a cualquier empleado del Shirley Ryan AbilityLab.

TAGALOG-FILIPINO

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Para sa tulong, makipag-ugnayan sa sinumang kasamahan sa Shirley Ryan AbilityLab.

URDU

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں - معاونت کے لیے، براہ کرم کسی بھی ایسوسی ایٹ سے Shirley Ryan AbilityLab رابطہ کریں۔

VIETNAMESE

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Để được giúp đỡ, vui lòng liên lạc với bất kỳ nhân viên nào của Viện phục hồi Shirley Ryan AbilityLab.



Shirley Ryan AbilityLab
355 East Erie Street
Chicago, IL 60611

844.355.ABLE (2253)
sralab.org

#1

rehabilitation
hospital in
America
since 1991



JOIN OUR PATIENT PORTAL

We've developed our secure online Patient Portal with you in mind.

sralab.org/patientportal

- Communicate with your physician or therapist with quick response times
- Get your prescriptions refilled efficiently
- Reference your medical information
- Watch "how to" videos
- Download helpful guides
- Learn about new features

CONNECT WITH US

