

HOSPITAL
FOR
**SPECIAL
SURGERY**



Hospital for Special Surgery

Case Management Department

*Will Strive Through Careful Planning
And Coordination to Ensure the
Highest Quality Patient Services Utilizing
Appropriate Resources to Maximize
Patient Recovery and
Foster a Sense of Well Being*

HOSPITAL FOR SPECIAL SURGERY

MISSION, VISION & VALUES

Hospital for Special Surgery Mission

The Mission of Hospital for Special Surgery is to provide the highest quality patient care, improve mobility, and enhance the quality of life for all and to advance the science of orthopedic surgery, rheumatology, and their related disciplines through research and education. We do this regardless of race, color, creed, sexual orientation, or ethnic origin.

Hospital for Special Surgery Vision

The Vision of Hospital for Special Surgery is to lead the world as the most innovative source of medical care, the premier research institution, and the most trusted educator in the field of orthopedics, rheumatology, and their related disciplines.

Hospital for Special Surgery Values

Excellence

Integrity

Compassion

Respect

Teamwork

Quality

Safety

Innovation

Education

Efficiency

If you have questions or need assistance during your hospital stay, your personal professional can be reached at the following numbers:

Your Social Worker:

Your RN Case Manager:

If you have questions or need assistance after discharge, please call the Case Management Department at 212-606-1271 between the hours of 9AM to 5PM, Monday through Friday.

On Saturday and Sunday 9AM to 5PM please call the main operator at 212-606-1000 and ask for the weekend Case Manager to be paged.

ABOUT YOUR HOSPITAL STAY

Today, patients are in the hospital only until the most critical phase of care is over. Most medical care continues after the patient is discharged and much of the recovery process takes place outside the hospital setting. If plans for discharge are not made in a timely manner, insurance coverage of the hospital stay may lapse.

You may be surprised to find out that the discharge process actually begins before you enter the hospital.

There are a number of options and services available to meet your post hospital needs. Your case manager is an experienced professional who will help to make the transition from the hospital as easy and comfortable as possible. The case manager and interdisciplinary team will work with you, your family, and your doctor to ensure a seamless transition to the most appropriate setting to meet your needs.

ABOUT CASE MANAGEMENT SERVICES

Case Management Services consist of unit based Registered Nurse Case Managers and Social Work Case Managers who are assigned to your doctor to arrange for a safe and appropriate discharge.

A registered nurse or social worker:

- ▶ Works closely with your doctor, you, your family, the healthcare team, and your insurance carrier to ensure that the care you receive best suits your needs.
- ▶ Promotes your participation in your own care and planning
- ▶ Performs quality review process and case by case medical record review to determine medical necessity for appropriateness of hospital stay
- ▶ Communicates with your insurance carrier to:
 - ▶ Obtain insurance coverage for your hospital stay
 - ▶ Arrange for transfer to another level of care:
 - Home Care
 - Acute Rehab
 - Subacute Rehab
- ▶ Assists you in coordinating and planning your transition and care after discharge under the direction of your doctor

UNDERSTANDING POST HOSPITAL CARE OPTIONS

When your medical team feels you are over the most acute phase of your illness, you will be transferred to one of the following healthcare settings, depending on your needs and insurance coverage.

Home Care

Home care provides such services as skilled nursing, home health aides, and therapies (physical, speech, occupational). A wide variety of programs are available for adult and pediatric patients. Complex care, such as intravenous (IV) services, can be arranged at home if there is adequate support and a medically safe plan. What your insurance covers depends on your plan and your medical needs. All home care requests are reviewed prior to approval. The option for private pay services is always available in all the above areas.

Sub-Acute Care

Sub-acute care is usually a short term stay (14-21 days) in a local, skilled nursing facility with the goal of being able to return to the community

- ▶ Sub-acute rehabilitation provides 1-2 hours of rehabilitation therapy each day.
- ▶ Patients must be evaluated and accepted based on their ability and desire to participate in therapy. Therapy must be medically necessary and the patient must show potential for improvement.
- ▶ Sub-acute medical programs provide two to six hours of skilled nursing care per day.

Acute Rehabilitation

Acute rehabilitation provides 2-3 hours of intensive rehabilitation per day. Patients must be evaluated and accepted based on their ability and desire to participate in vigorous physical, occupational and/or speech therapy and on their potential to improve. A safe and realistic plan for discharge from the rehabilitation facility back into the community or home setting must be in place prior to discharge from the hospital. Single joint replacement surgery is usually not covered in acute rehabilitation settings.

Skilled Nursing Facility

Skilled nursing is provided for patients who do not require acute or sub-acute care on an inpatient basis. The stay is usually one to three weeks based on the needs of the patient. Skilled facilities provide rehabilitation once daily Monday through Friday, wound care, medication administration and supervision, occupational therapy, and speech therapy.

Long-Term Nursing-Home Care

Nursing homes provide long term nursing care or custodial care for dependent patients who are unable to manage in other settings.

When applying for acute rehabilitation, sub-acute care, skilled nursing care or long-term nursing-home care, Federal and State regulations mandate the hospital apply to at least three facilities. It is required that you accept the first available bed.

Residential Care

Residential facilities, for example, assisted living, provide a protective environment and some assistance with activities of daily living to help patients maintain their independence. Skilled nursing care is minimal. Your case manager can supply information on these settings. Admission to residential care most often occurs after patients are home and have been able to tour the facility. Most insurances do not cover this type of care.

Medical Equipment and Devices

Devices such as walkers, bedside commodes, tub benches, etc., may be needed to make your home environment safe. Not all medical equipment is covered by insurance but your case manager can help to arrange for needed equipment, and check your insurance benefit for coverage.

Transportation

Transportation is not usually covered by insurance. Your case manager can advise you on coverage guidelines and general prices for ambulance, ambulettes and medical car services. Families do have the option of transporting patients from the hospital in their own cars or arranging for car service if it is medically safe as determined by your doctor.

Outpatient or Ambulatory Care Services

Outpatient services provide medical care that does not require an overnight stay such as ambulatory surgery, outpatient physical, occupational, or speech therapies. Patients who are not homebound and who have transportation may want to use these services. A doctor's order is needed.

Other Community Resources:

- ▶ Respite Program
- ▶ Meals on Wheels
- ▶ Support Groups
- ▶ Adult Day Care
- ▶ Certified Home Health Aide Agencies for private hire

Your case manager can give you information regarding these services.

Our case managers are knowledgeable about today's managed care environment and can answer the most common questions asked by patients.

We are looking forward to assisting you with your healthcare needs

HOSPITAL FOR SPECIAL SURGERY CASE MANAGEMENT DEPARTMENT

We give our best to those we serve showing
compassion and respect

We are committed to fulfilling our roles with integrity
and responsible use of resources

The goals of the department are to ensure the
highest quality patient services through
individualized planning and collaboration with the
entire healthcare team.



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