



WHAT TO EXPECT





Thank you

for choosing Gaylord Hospital.

Be assured that we will use all of our resources—our skilled professional staff and our state-of-the-art equipment—to help you on your journey toward recovery.



Patient Satisfaction



Complex Medical

97%

likely to recommend
our program



Pulmonary

96%

likely to recommend
our program



Brain Injury

96%

likely to recommend
our program



Stroke

95%

likely to recommend
our program



Spinal Cord Injury

100%

likely to recommend
our program



Think Possible



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"HARDSHIPS OFTEN PREPARE ORDINARY PEOPLE
for extraordinary destiny"
-CS Lewis



What to Expect

Gaylord Hospital is licensed as a 137-bed long-term acute care hospital specializing in the care and treatment of complex medical and rehabilitation needs. Long-term acute care hospital (LTACH) is a recognized designation by the Centers for Medicare and Medicaid Services for acute care hospitals whose average length of stay is approximately 3 to 4 weeks, but may vary by insurance carrier.

As an LTACH, Gaylord Hospital is staffed and equipped to handle the specific needs of acutely ill or chronically disabled patients who require a hospital-level of care. Gaylord Hospital can also treat those who need rehabilitation for illness or injuries related to the brain and nervous system, bones and joints, lungs, and other conditions. These capabilities allow us to continue to meet our patients' needs through every stage of their recovery.

Your Admission and First Days

Gaylord boasts an experienced staff, several of whom have been honored with awards recognizing their achievements, including Connecticut Magazine's Top Doc, various Healthcare Hero awards, and the Connecticut Hospital Association's Community Service Award.

Soon after you are admitted, a member of your care team will meet with you to go over hospital procedures, discharge planning and friends and family involvement in your care and treatment.

Every patient is unique, and their program is designed to suit their specific needs. Whether you come to Gaylord for pulmonary, medical or rehabilitation needs, you can be assured that your overall care is our priority. Your satisfaction is our goal, so please let us know if we are not meeting your expectations. Feel free to share your questions, concerns or compliments with any member of your care team or the hospital staff.

Gaylord prides itself on providing excellent customer service. Each employee attends hospital-wide training focused on communication and patient satisfaction.

You have a choice in your care. Ask your Care Manager or Care Coordinator about a referral to Gaylord

Specialized Services

Patients are admitted to a program based on medical need:



Brain Injury Program for patients following traumatic or acquired brain injury.



Complex Medical Care Program for patients with serious medical issues due to illness or injury often related to extensive surgical procedures, cancer, infections or other major organ problems.



Neurological Rehabilitation for the treatment of neurological disorders such as Lou Gehrig's Disease, Muscular Dystrophy, Guillain-Barré Syndrome, Post-Polio Syndrome and Multiple Sclerosis.



Orthopedics Program for those with musculoskeletal problems caused by disease, or injury, including major multiple trauma.



Pulmonary Program for those with pneumonia, pulmonary insufficiency, COPD, emphysema, lung transplant or other conditions.



Spinal Cord Injury Program for those who have experienced illness or injury affecting the spinal cord, including nerve diseases and tumors affecting function.



Stroke and Young Stroke Programs for those with functional deficits due to stroke and require aggressive rehabilitation in multiple modalities.



Ventilator Program for the care and weaning of patients from ventilators used for breathing. Gaylord also offers a **Home Vent Teaching Program** for families committed to taking a loved one home while still dependent on a ventilator.



Your Care Team

During the first days of your stay at Gaylord, you will meet the members of your care team. Each member will work with you and your family to help coordinate your treatment plan. Your care team members will assist with arrangements for your return to the community or to the next level of care.

Gaylord's clinical teams are led by physicians:

Hospitalists are board-certified physicians trained to manage patients in the hospital setting, and are dedicated to the prevention, diagnosis and treatment of diseases.



Pulmonologists are physicians with advanced training related to the diagnosis and treatment of pulmonary (lung) conditions and diseases.

Physiatrists are physicians who specialize in physical medicine and rehabilitation and the diagnosis, treatment and prevention of disability caused by acute or chronic disease or injury.

APRNs, Nurse Practitioners and Physician Assistants work closely with hospital physicians as part of the team. They provide medical monitoring and management, answer medical questions and address patient and family concerns.

Consultants

Gaylord works with many consulting physicians who are available to provide specialized services as needed. If your team requests their services, many of the consultants will bill you separately.



Nursing Team

Nursing at Gaylord is delivered by professional staff who collaborate with members of the treating teams. They possess the clinical skills needed to provide a hospital-level of care in Gaylord's long-term acute care environment and many are Advanced Cardiovascular Life Support (ACLS) Certified. Focusing on recovery and prevention of further health problems, the nursing team includes registered nurses, patient care technicians and mobility technicians.

Nurses are involved in the medical management and assessment of patients. They bring expertise in the care and treatment of patients with complex medical issues such as ventilator dependency, post-surgical complications and wound care.

They also help the patient and family practice any skills learned in therapy and provide education on health needs and medications. Nurses are with the patients day and night. They are skilled, caring, committed, and compassionately ensure that the patient's program is successful.

Occupational Therapy

Occupational therapy helps to improve your ability to perform everyday living tasks safely and efficiently. Your occupational therapist can help identify the impact of cognitive, visual or physical changes that may affect your ability to do these daily tasks. Your program may include strengthening of specific muscles, improving coordination, eating, bathing and toileting techniques or home management activities, such as cooking. Group and self-exercises are included and aquatic therapy may be included as part of your treatment plan.

Occupational therapists will teach you how to adapt to your surroundings by using splints, braces and introduce new tools if needed, and assist you in planning for special equipment or modifications at home, such as electric beds or additional bathroom fixtures.

Easy Street

Another innovation at Gaylord is Easy Street, a simulated community environment built inside the hospital. It features realistic models of a grocery store and an automobile so that patients can practice the skills they learn in therapy sessions. Easy Street builds confidence by encouraging patients to try daily activities in the privacy of the hospital before they are faced with similar situations in the community.



Physical Therapy

Physical therapy uses exercise and stretching to help relieve pain, increase strength and endurance, and improve coordination and balance. You and your family members may be instructed how to transfer from wheelchair to chair, bed or car. You may also need to relearn walking techniques, perhaps with the aid of a brace, crutch or cane. Group and self-exercises are included and aquatic therapy may be included in your treatment plan. Physical therapists may recommend an appropriate wheelchair and will provide instructions on how to use it.

Respiratory Therapy

If you have a chronic or acute respiratory condition, you will participate in the medical division's comprehensive pulmonary program. Respiratory therapists work with ventilator-dependent patients and those who have COPD, emphysema, chronic bronchitis, and other conditions, including asthma, cystic fibrosis, and interstitial, neuromuscular, occupational, and environmental lung disease.

As a pulmonary patient, you will be placed in reconditioning and mobilization programs and may participate in therapy to help you take part in activities of daily living with less strain. Respiratory therapists and technicians join with physicians, nurses and other staff to provide 24-hour care. All respiratory care is provided with state-of-the-art equipment and licensed respiratory care practitioners.



Speech Therapy

Speech-language pathologists facilitate the recovery of speech, verbal expression and comprehension, reading and writing, and other cognitive and communication skills. Augmentative and Alternative Communication (AAC) technology greatly aids the techniques available in speech therapy. Programs for swallowing disorders and stuttering are available.

Psychology

A severe illness or injury often requires some life adjustments by the individual and family members. Our psychology department assists this critical effort by providing supportive psychotherapy focused on resilience enhancement. Members of the department are available to counsel patients with adjustment difficulties, depression, suicidal ideation, anxiety, chronic pain, stress, grief, and substance abuse. Select support groups are also available.

Food Service and Medical Nutritional Therapy Services

Per your doctor's orders, you may select from a variety of well-balanced menu choices. Your menu is designed with every consideration: personal preferences, clinical requirements, religious or cultural beliefs, and seasoning to assure selection and proper nutrition during your stay. A registered dietitian nutritionist helps determine your nutritional status and needs. If a modified diet is prescribed, your dietitian will discuss options for the diet and assist you with your meal choices.

Your registered dietitian works with nursing, speech therapists and other members of your care team to ensure appropriate food consistency and adequate nutrition for all patients. The dietitian offers advice in meal planning, shopping, and food preparation along with the occupational therapists. In addition, the Gaylord cafeteria and Jackson Java coffee shop are available when family and friends visit for anything from snacks to complete meals.

Care Management

The care manager helps patients adjust to new life situations, chronic illness, addresses discharge planning needs and is in contact with your insurance company. Our nurse care managers are skilled at providing resources and referral services and are assigned upon admission.

Transportation

Patients are escorted to therapy sessions by staff members or trained volunteers until they become familiar with the routine and can safely transport themselves to therapies.

Therapeutic Recreation

The Therapeutic Recreation staff can provide you with social, leisure and sporting activities during your stay. Your therapy program may include activities designed to promote your rehabilitation goals through enjoyable pursuits such as games and sports, creative hobbies, arts and crafts, and music.



Your Satisfaction

About your discharge from Gaylord Hospital

Planning for your discharge begins when you are admitted. Gaylord's care managers work with the entire team, and your support system to determine possible options. Your care team will recommend additional post-acute care services, including sub-acute rehab, outpatient therapy, home care, vocational or other healthcare services. Gaylord Outpatient Services are available in Cheshire, Cromwell, Guilford, Fairfield, Madison, North Haven and Wallingford.

We want your stay to be pleasant as you recuperate at Gaylord. That's why it is essential for us to know how we're doing. Please feel free to discuss questions or concerns with any staff member during your stay.

To help us improve our care and service, we ask that you complete a Patient Satisfaction Survey that staff will provide to you.

Your opinion counts, and your comments will help future patients.



Religious Services/Pastoral, Spiritual Support

Your priest, minister or rabbi is welcome to visit as long as they follow the current visitor guidelines. Visitation is coordinated through your care manager. Our chaplain conducts interfaith worship services in the Hope Chapel located on the Jackson Ground floor. The chaplain is available for counseling and support. If you wish to speak with a clergy member from your faith, you may speak with a Gaylord chaplain at ext. 3345.

Quiet Room/Meditation Space

Space is available for family members and patients to reflect, meditate, or pray. This dedicated room is located on Milne first floor off the lobby.

Visiting Animal Information

To ensure the safety and comfort of all patients, staff and guests, Gaylord has guidelines indicating when pets/dogs can visit. There is additional information on the **Info to Know** card about animal visitation or you can ask a member of your treating team for assistance.



Cell Phones

Please use discretion when talking on your cell phone within the hospital as voices carry, especially when calls are on speakerphone. Please use the outside gardens and patios for calls whenever possible.

Mail

Incoming mail is distributed Monday through Friday mornings. Outgoing mail can be mailed by giving it to the unit secretary/Clinical Support Associate. Stamps may be purchased at the gift shop in Jackson Lobby.

Patient Amenities

Greenhouse

Gaylord's greenhouse and raised planting beds are located off the Lyman 1 solarium and are used as a therapeutic recreation activity. Call your recreation therapist at ext. 2732 for more information.

Laundry/Dry Cleaning

While there are no laundry machines on campus for patients to use, Gaylord has an arrangement with White Way Cleaners in Wallingford. By calling (203) 269-4444 you can request that your personal laundry be picked up and returned to you in your room. Unit secretaries/clinical support associates have the form to fill out, including payment information. There are also several laundromats located nearby.

Telephones

Each room is equipped with a telephone. Please provide your direct line to family and friends posted in your private room. You may make local calls at no charge. All Connecticut calls are considered local. We recommend that you use your cell phone for long-distance calls.

e-WellWishes

Your friends and family can send e-WellWishes by visiting: gaylord.org/e-wellwishes. Messages are printed and delivered Monday through Friday. If the patient has "opted out" they will not appear in the directory, therefore, messages will not be delivered and cards and flowers will be returned.

Notary Public

Services are available by arrangement. Staff cannot notarize or witness healthcare documents. Call ext.2843 for more information.

Music Therapy

Through a generous donation to Gaylord, the staff has created high-quality bedside and group music therapy sessions for inpatients recovering from life-altering injuries and illnesses. Music therapy is offered through the therapeutic recreation department. Call your recreation therapist at ext. 2732 for more information.



Resources

Office of Integrative Medicine

Via the Office of Integrative Medicine, Gaylord offers programs for patients and staff, including mindfulness and guided meditation.

The C.A.R.E. Channel

The Continuous Ambient Relaxation Environment (C.A.R.E.) Channel is available in all patient rooms. The C.A.R.E. Channel offers relaxing visual imagery accompanied by instrumental music on all patient televisions. This tool has been found to increase patient comfort, ease anxiety and promote relaxation while you are in the hospital.

To access The C.A.R.E. Channel for your viewing pleasure, use the scroll function on the nurse call pillow speaker. Please note that the channel varies depending on your location in the hospital. If you need assistance finding The C.A.R.E. Channel, please ask a nursing staff member to assist you.

Gaylord Library and Resource Center

The Emily Hall Tremaine Library and Resource Center is located on Jackson Pavilion ground floor offering fiction and nonfiction books, magazines, large-print books, talking books and computers. Families are encouraged to utilize these resources while on campus. To contact the library or the medical librarian, please call (203) 741-3481.

Support Groups

Gaylord offers a variety of on-campus and virtual support groups for patients and caregivers. Please ask any of your loved one's healthcare providers for more information or find the schedule at:

gaylord.org/Patients-Families/Patient-Information/Support-Groups

Interfaith Worship Programs

Weekly worship programs and communion are offered on campus and are open to all. The Hope Chapel is located on Jackson Ground. Please find the current schedule in your admission packet.

Self-Help Programs

Various self-help and 12-step groups hold meetings on the Gaylord campus. Please ask your care manager for more information.

What to Bring

Equipment

If you use any of the following, please make arrangements to have these items brought with you or to you, so you can use them during your stay:

- Glasses
- Hearing Aides
- Dentures

If you use any of the following, please let your therapists know so they can determine if it would be helpful to have them brought in for use or for evaluation:

- Assistive devices such as a walker or cane
- Wheelchair
- Braces/splints
- Prosthetics
- Communication devices



Clothing and Shoes

Please bring comfortable, practical clothing and shoes. It is not necessary to purchase new clothing for use in the hospital. Most patients wear sneakers.

Electrical Appliances

For safety reasons, we discourage the using privately owned electrical equipment, such as fans, radios, blow dryers and curling irons, but if brought into the building our facility staff will perform a safety check on these items. Items such as BiPAP and CPAP machines will be inspected before use. Cell phones, laptops and tablets, and chargers will also be inspected. Free Wi-Fi is available throughout the campus.

Valuables

Please do not bring valuable items such as jewelry to the hospital and keep only a small amount of cash with you. A safe is available in our security office for deposit of larger amounts of money or valuables. The hospital cannot be responsible for the loss of valuables.

