

## **Health Center/ Nursing Care Frequently Asked Questions**

### **Why do I have to fill out an application if I am just receiving Rehabilitation?**

The application helps us to collect the demographic information needed to complete State forms, billing information, Power of Attorney information. A section of the application refers to your interests and your activities of daily living. This section enables us to know your likes prior to your admission. The application also collects medical and financial information necessary for your care.

### **How do I know if my Insurance will cover my Rehabilitation stay?**

We encourage everyone to call their insurance provider (phone number is on the back of your insurance card). Ask the provider if you have coverage for Skilled Nursing Care. Ask if you are responsible for a deductible or co-pay. **Make sure you understand your insurance.**

### **What other information will I be asked for prior to admission?**

Please copy and forward your Power of Attorney, Advanced Directives (Living Will) and Insurance Cards (front and back).

## ***Frequently Asked Questions Once Admitted to the Health Center***

### **What are visitation times?**

Visitors are welcomed at any time; we request that you respect the privacy of the roommate and other residents. **All visitors are required to sign in at front reception.**

### **What type of clothing do I bring and how much?**

Bring comfortable clothing which are not too loose fitting or baggy. If you are here for rehabilitation, you will be in the therapy department. Please bring a 7-10 day supply of clothes. Rubber soled shoes are best.

### **Who does my laundry?**

Laundry service is available for your use at an additional cost. When using our laundry service, clothing is collected throughout the day and returned the next day. All personal laundry items must be marked with the resident's name before placing them in the closet/dresser. The laundry staff will assist with the labeling of your items.

### **Do I bring my own personal hygiene items?**

We will provide the incontinent products. You may bring your own tooth brush, hair brush, razor (electric only), tooth paste, but if you do not have these items, we will provide them.

**Will there be a TV and telephone in my room?**

Moravian Manor will provide both a TV and phone at no extra cost to the resident.

**Will my insurance cover my stay?**

We encourage everyone to call their insurance provider (phone number is on the back of your insurance card). Ask the provider if you have coverage for Skilled Nursing Care in a SNF (Skilled Nursing Facility). Ask if you are responsible for a deductible or co-pay. **Make sure you understand your insurance.** If you have questions, ask your Social Service representative or contact the business office.

**When do I receive therapy?**

New residents will receive an assessment by the Therapy Department after admission to determine their individual needs and schedule. Moravian Manor has licensed Therapists and Assistants available to provide necessary services.

**Are there activities I can attend?**

Yes. A variety of scheduled and resident generated activities are available during the day, 7 days a week.

**What is the billing process and if I have questions, who do I contact?**

Residents are billed on a monthly basis. The billing statement includes an itemized listing of services and charges. The Business Office is open for appointments with our staff members Monday-Friday from 7:30 AM to 3:30 PM to answer any questions you may have.

**Is there a meeting where everyone gets together to discuss my care?**

The interdisciplinary team responsible for your care will meet. You and your responsible party will periodically be invited to attend these care meetings when your care process is being reviewed. Please do not feel that you have to wait for this meeting to have your questions answered or concerns addressed. Our staff is always available to address your questions.