



# Discharge planning begins on admission

Care Coordination Phone  
985-898-4433 (Discharge Planning Only)



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## **Planning for discharge from the hospital begins at admission.**

Care Coordination completes discharge planning assessments with patients/families to identify discharge needs.

Physical therapy and occupational therapy are consulted as needed and make discharge recommendations for durable medical equipment and therapy intensity level at discharge if needed. Recommendations from therapy are only based on functional status and do not include medical or social needs.

Recommendations based on medical or social needs are discussed with patients/families and amongst other members of the care team including physicians, nurses, social workers, etc.

Unless the discharge plan is for home with no needs identified, the insurance will determine what level of care is approved based on what they deem necessary.

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### ***Post-acute levels of care that may be recommended for discharge are below.***

An RN Care Coordinator and/or Social Worker will provide a list of agencies according to the care team recommendations.

**Long Term Acute Care (LTAC)** This discharge option is for patients that need specialty medical care such as mechanical vent weaning, wound care, or IV meds that cannot be administered at home. Patients will receive therapy as tolerated or as appropriate up to 5 days per week.

**Inpatient Rehab** This discharge option is for patients that need intensive therapy services and medical treatment. It is delivered in specialized hospital that focuses on physical therapy (PT), occupational therapy (OT) and/or speech therapy. The patient must be able to tolerate at least 3 hours of therapy per day. Most patients return home, often with outpatient rehab or home health services.

**Skilled Nursing Facility (SNF)** This discharge option is for patients that need PT/OT/SLP in facility. Most SNFs are located inside of nursing homes. The patient will need to tolerate 1-1 ½ hours of therapy a day. After SNF, the patient may go home with home health or outpatient rehab or receive nursing home care.

**Short Stay SNF** This discharge option is for patients that need very short-term skilled therapy services. Most are free standing facilities or located in a hospital. Most patients will return home with home health or outpatient rehab.

**Custodial Nursing Home** This discharge option is for patients that need placement in a facility that takes care of their day-to-day needs. These patients will not be receiving any skilled services in the nursing home.

**Home Health** This discharge option is for patients that are home bound. Home health services will provide 1 to 3 days a week for about an hour a day the following services as needed: Registered Nurse, Nurse Aid, Physical Therapist, Occupational Therapist, Speech Therapy, Social Work.

**Outpatient Therapy** This discharge option is for patients that are going home at discharge and have therapy needs but are not considered home bound. The aim of outpatient therapy is to help people restore movement and function, relieve pain and further injury in an outpatient setting. Outpatient therapy only includes physical, occupational, and speech therapies.

**Home or Self Care** This discharge option is for patients that are going home with none of the medical or therapy needs listed above. Assistance can still be provided with scheduling hospital follow up appointments if needed.

**Palliative Care** This discharge option is for patients with life-limiting illnesses that wish to improve their quality of life but are not ready for hospice. Palliative care may be provided alongside other services and treatments and is available to patients in various settings.

**Hospice** This discharge option is for patients with a terminal illness and a life expectancy of 6 months or less who desire comfort care rather than curative treatment and do not want to go to the hospital or outpatient appointments. Hospice services can be provided in home or facility settings.

**Transitional Home Care** This is additional support available after hospital discharge that can be offered to patients that are discharged home.

*This packet includes information regarding the services provided by St. Tammany Health System (STHS) as well as our collaborative partners.*

## Discharge Prescription Service

St. Tammany Health System is offering you the option to fill your discharge prescriptions before you leave the hospital and have them delivered to your room!

**Below are frequently asked questions pertaining to our service.**

### How much will it cost?

- Your copay will be the same as with other retail pharmacies.

### How does it work?

- Your doctor will send your prescriptions to our outpatient pharmacy.
- If we do not already have your prescription drug benefit information on file, you may be asked to provide us with this information.

### Will the outpatient pharmacy take my insurance?

- Most commercial insurance plans are accepted.

### What if I don't have insurance that covers prescription drugs?

- We can fill your prescriptions for a price that is competitive with other retail pharmacies.
- We can let you know the cost of your medications before you make the decision to allow us to fill your prescriptions.

### Can the charge be added to my hospital bill?

- No, we cannot add the cost of your prescriptions to your bill.
- Payments are due upon prescription delivery.
- We accept cash, check and credit/debit cards.

### What happens if I need a refill?

- If you have a refill on one or more of your prescriptions, you may continue to use our pharmacy or we can transfer your prescriptions to the pharmacy of your choice.
- Please have your pharmacy call us as soon as you like after leaving the hospital.

## STHS Outpatient Pharmacy

Monday – Friday | 7 a.m. – 5:30 p.m.  
Saturday & Sunday | 8 a.m. – 4:30 p.m.

985-898-4432

**Please allow a 2-hour window for delivery.**



St. Tammany Health System has recently opened a brand new physical therapy clinic as part of the expansion of the Bone & Joint clinic.

We are conveniently located at 71211 Hwy. 21 in Covington, with the entrance to the PT clinic in the rear of the building.

**Call 985-773-1494 to schedule an appointment.**



**Cameron Badinger PT**



**Kerry Portie LPTA**

### Diagnoses commonly treated at this location:

- Neck and Back Pain
- Rotator cuff injuries
- Lateral epicondylitis
- Hip and Knee Osteoarthritis
- Plantar Fasciitis
- Ankle sprains
- Achilles Tendon Injuries
- Post Surgical Rehab
- Post-Fracture Rehab

### What's In Our Therapy Toolbox?

- Dry Needling
- Cupping
- Manual Therapy
- Kinesiotaping
- Instrument-Assisted Soft Tissue
- Mobilization
- Electrical Stimulation
- Therapeutic Exercise
- \*\*\*ALTER-G (SEE BELOW)

### The Alter-G Anti-Gravity Treadmill How does it work?

The Alter-G Anti-Gravity Treadmill features patented, NASA Differential Air Pressure (DAP) technology, a precise air calibration system, based on the user's actual body weight, to change what's possible in rehab and training. Using a pressurized air chamber to uniformly reduce gravitational load and body weight in precise 1% increments, Alter G enables patients and athletes to move unrestricted and pain-free—restoring and building muscle strength, range of motion, balance, function, and fitness. No other unweighting technology offers as much precision, accuracy, and comfort. This is an excellent tool to accelerate the rehab process as it allows patients to walk/run much earlier in the rehab process compared to someone that doesn't have access to this technology.



# St. Tammany Health System Therapy & Wellness Locations



In addition to our location inside the Bone & Joint clinic, we also offer rehab services at the following locations in Covington and Folsom:

## Covington

1 N. Azalea Dr (985-892-4622)

71256 Francis Road located in the YMCA (985-871-5899)

17240 Heartbeat Circle located in the GME Clinic (985-867-3065)

301 N. Hwy 190 Pelvic Floor only at this location (985-892-4622)

## Folsom

82302 Holliday Road (985-773-1440)

**Services offered:** Physical Therapy | Occupational Therapy | Speech Therapy  
Hippotherapy Pediatric Therapy | Dry Needling | Lymphedema Therapy | Pelvic Floor Therapy  
Hand Therapy Neurological Rehab | Big and Loud Program for Parkinson's  
Musculoskeletal Diagnostic Ultrasound | Fiberoptic Endoscopic Evaluation of Swallowing (FEES)



StTammany.health



## What is Home Health?

A program that provides nursing and rehabilitation therapy in the home setting. It is designed to assist patients to return to their previous level of functioning. Patients can be referred from Hospital, Long Term Acute Care Hospital (LTAC), Skilled Nursing Facility (SNF) or Physician Office.

To be eligible for home health care benefits, a patient must be:

- Homebound
- Under the care of a Physician or allowed Practitioner
- In need of intermittent skilled nursing or therapy services

The professional medical personnel of St. Tammany Health System are committed to providing quality care while working with patients to meet their goals.

We handle all Medicare, Medicaid, private insurance and worker's compensation billing for our patients and accept assignment of covered services.

## Services Available

Nursing; nutritional counseling; physical, occupational and speech therapy; medical social worker; home health aide services as ordered by the patient's physician or allowed practitioner and authorized by the patient's insurance. Private pay services are also available, as well as chaplain services.

## Rehabilitation

Physical and Occupational therapy services provided under the care of a physician or allowed practitioner to improve patients' ability to walk, transfer, range of motion, toileting, bathe/shower, use of assistance devices, prepare meals and feed themselves, and any other activities of daily living when possible. Speech therapy services provide help with speech, language, and cognitive communication. Retraining of swallowing function. Patients may qualify for rehabilitation services.

## Specialty Programs

### Heart Failure Home Management/Telehealth Monitoring

Assistance for patients managing their heart condition at home under the care of a physician or allowed practitioner to avoid re-hospitalization. Telehealth monitoring use of technology to monitor patients' vital signs, glucose, weight daily to help intervene and educate as patient learns to manage their chronic condition.

### Big/Loud and Lymphedema

Lymphedema home treatment helps control symptoms of painful, debilitating fluid buildup. Home treatments for lymphedema include manual lymphatic massage, multilayer bandaging techniques and application of various compressive garments to reduce fluid. This is usually offered outpatient, but we provide this service in the comfort of the patient's home.

Big and Loud Therapy Program is an intensive, effective, one on one treatment created to help patient with Parkinson's disease. This is usually offered outpatient but we provide this service in the comfort of the patient's home.

### Palliative Care/Advanced Illness Management (AIM)

Nursing assessment and care of patients to assist with management of symptoms and to avoid hospitalizations related to new or chronic diseases. Chronic diseases may include CHF, COPD, Cancer, Pulmonary Fibrosis, Alzheimer's/Dementia, Parkinson's, etc.

## St. Tammany Parish Hospital Home Health Program

Licensed by the State of Louisiana | Accredited by The Joint Commission | Medicare and Medicaid Certified Member of Home Care Association of Louisiana

Participates in the Home Health quality initiative of the Centers for Medicaid Services (CMS)



## World Class Healthcare in Your Own Home

**Our brand of world-class healthcare doesn't stop after you've been discharged from the hospital.**

Being discharged from the hospital to the comfort and familiarity of your own home is usually welcomed by most patients. But, with a number of tasks often required for proper healing and recovery to prevent re-hospitalization, it can also be stressful for you and your loved ones.

Thanks to St. Tammany Health System's Transitional Home Care program, it doesn't have to be.

Our highly trained Transition Care staff will provide an extra layer of support for 30 days to make the transition home successful. Our highly trained Nurse Practitioners and registered nurses will collaborate with you to create an individual plan of care to meet your needs- all from the comfort of your own home! While similar to home health, Transition Care differs by bringing the provider to you. The Transition Care team can provide services to you or your loved ones by scheduling home appointments or Telehealth appointments by phone or internet video. Medicare, Managed Medicare and commercial insurance plans cover this valuable service at little to no cost.

### ***While in the hospital...***

If your attending physician and Care Coordination team feel you or your loved one need extra support following a hospital discharge, they will discuss a possible Transition Care Referral with you.

### ***Next steps after your hospital discharge...***

If you agree with the referral, a registered nurse will call you within 2 business days of your discharge. In addition to providing information and answering questions, your registered nurse will help develop a care plan personalized to your specific needs.

If you have any questions, please contact the Transition Care team at (985)871-5955. The St. Tammany Health System Transition Care team are honored to provide this valuable service, as well as to give you and your loved ones some welcome peace of mind.



## Community Resource Guide



### Transportation

**Council on Aging St. Tammany (COAST)**

985.327.0185 | [coastseniors.org](http://coastseniors.org)

**Washington Parish Council on Aging & Public Transit**

985.732.6868 or 985.839.4535 | [washingtoncoa.org](http://washingtoncoa.org)

**Medicaid Medical Transportation Numbers**

1.855.325.7626



### Food

**Northshore Food Bank**

985.809.2072 | [northshorefoodbank.org](http://northshorefoodbank.org)

**Washington Parish Food Bank**

985.322.2017 | [no-hunger.org](http://no-hunger.org)



### Mental Health/Health Care

**National Alliance on Mental Illness | NAMI St. Tammany**

985.626.6538 | [namisttammany.org](http://namisttammany.org)

**START Corp.**

*Primary Care and Behavioral Health for Medicaid and Uninsured*

985.333.2020 | [startcorp.org](http://startcorp.org)

**988 Suicide and Crisis Lifeline**

*Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources.*

Phone Number is 988 | [988lifeline.org](http://988lifeline.org)

**VIA LINK**  
*VIA LINK provides 24/7, crisis support with counseling and connecting people to critical services, suicide intervention, and opioid counseling and more. Connect people to resources and services for people with housing issues, food insecurity, financial problems, and other needs. They have over 4,000 organizations to assist with needs.*  
 Phone Number is 211 or text 898211 | [vialink.org](http://vialink.org)



# Community Resource Guide

## Transportation

### Council on Aging St. Tammany (COAST)

Website: [coastseniors.org](http://coastseniors.org)  
Transportation Department 985-327-0185

### Washington Parish Council on Aging & Public Transit

Website: [washingtoncoa.org](http://washingtoncoa.org)  
Number to Schedule Transportation  
985-732-6868 or 985-839-4535

### Medicaid Medical Transportation Numbers

All **Medicaid beneficiaries**, who are eligible for transportation services and DO NOT receive transportation services through a managed care plan, should contact Verida to schedule a ride at 1-855-325-7626.

**Medicaid beneficiaries** who DO receive transportation services from a managed care plan should contact the call centers as follows:

- Aetna Better Health of LA 877-917-4150
- AmeriHealth Caritas of LA 888-913-0364
- Healthy Blue 866-430-1101
- Humana Healthy Horizons 844-613-1638
- LA Healthcare Connections 855-369-3723
- United Healthcare Community Plan 866-726-1472

## Food

### Northshore Food Bank

Website: [northshorefoodbank.org](http://northshorefoodbank.org)  
985-809-2072

### Washington Parish Food Bank

Website: [no-hunger.org](http://no-hunger.org)  
985-322-2017



## 988 Suicide and Crisis Lifeline

*Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources.*

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Website: [988lifeline.org](http://988lifeline.org)

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*VIA LINK provides 24/7, crisis support with counseling and connecting people to critical services, suicide intervention, and opioid counseling and more. Connect people to resources and services for people with housing issues, food insecurity, financial problems, and other needs. They have over 4,000 organizations to assist with needs.*

Phone Number is 211 or text 898211  
Website: [vialink.org](http://vialink.org)

## Mental Health/Health Care

### National Alliance on Mental Illness (NAMI) NAMI St Tammany

Website: [namisttammany.org](http://namisttammany.org)  
985-626-6538

### START Corp.

Primary Care and Behavioral Health for Medicaid and Uninsured  
Website: [startcorp.org](http://startcorp.org)  
985-333-2020

## Financial

**St. Tammany Health System** - billing assistance for a recent procedure or stay at St. Tammany Health System.

Website: [sttammany.health/billing](http://sttammany.health/billing)  
985-898-4451

**PAN Foundation** - assistance with out-of-pocket costs for illness, services, or medications.

Website: [panfoundation.org](http://panfoundation.org)  
1-866-316-7263



## NORTHSHORE REHABILITATION HOSPITAL

Northshore Rehabilitation Hospital provides a dynamic rehabilitation environment for patients in the greater Lacombe region that combines quality care, expert treatment and a range of programs and services. Our hospital is conveniently located off I-12 at the Lacombe exit on LA-434. Centrally located between Covington and Slidell, the hospital sits just north of the interstate, at the Northshore Medical Complex.

Medical expertise, clinical experience, care excellence and an unwavering commitment to advancing individual progress. This is what sets us apart. We meet your individual rehabilitation needs and goals through our unparalleled scope of programs and services. Our expert care, treatment and technologies help patients overcome medical, physical, cognitive, vocational and social challenges. Our patients regain strength, skills and the strategies to move forward in life. Northshore Rehabilitation Hospital is a joint venture partnership between Select Medical, Ochsner Health, Slidell Memorial Hospital, and St. Tammany Health System. We are the ONLY CARF accredited rehab on the Northshore with nationally ranked outcomes. We are stroke certified and have PMR board certified physicians who are ready to care for you and your family.



◀ **Get to know us!**

**Northshore Rehabilitation Hospital**  
In partnership with:



**Conveniently located in the heart of the Northshore**

**Abita Springs- 15 miles**

**Covington- 16 miles**

**Madisonville- 15 miles**

**Mandeville- 11 miles**

**Ponchatoula- 30 miles**

### NORTHSHORE REHABILITATION HOSPITAL

64030 LA-434  
Lacombe, LA 70445

Phone:(985) 218-4660  
Fax:(985) 882-1000  
Referral Phone:(985) 218-4661  
Referral Fax:(985) 882-1294



## St. Tammany Health System's Palliative Care Department: 985-871-5975

### Palliative Care

An extra layer of support and relief from stress in the setting of serious illness.

### What is Palliative Medicine and Supportive Care?

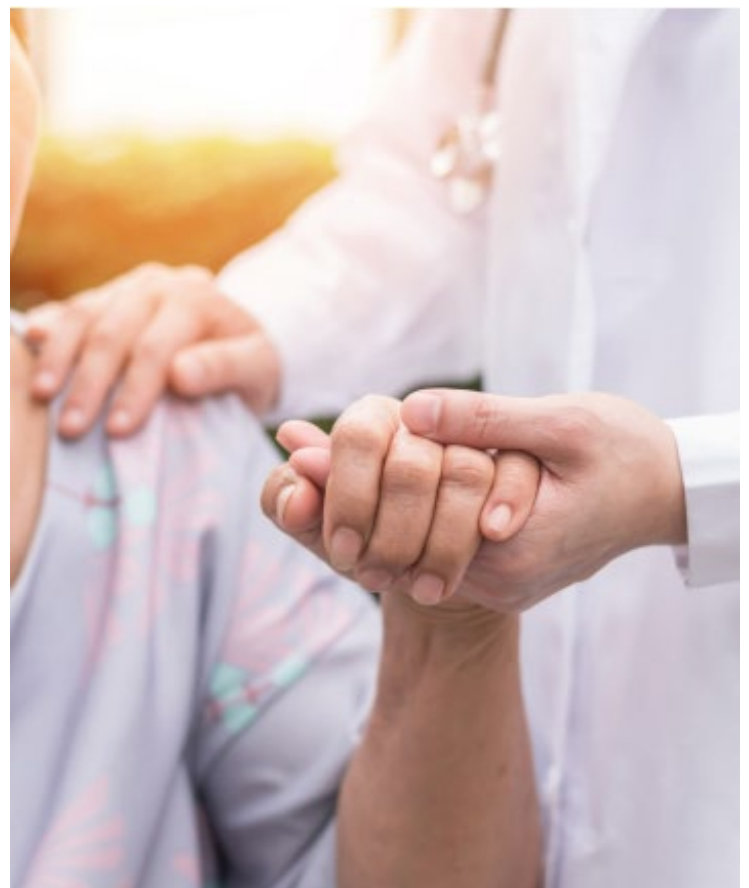
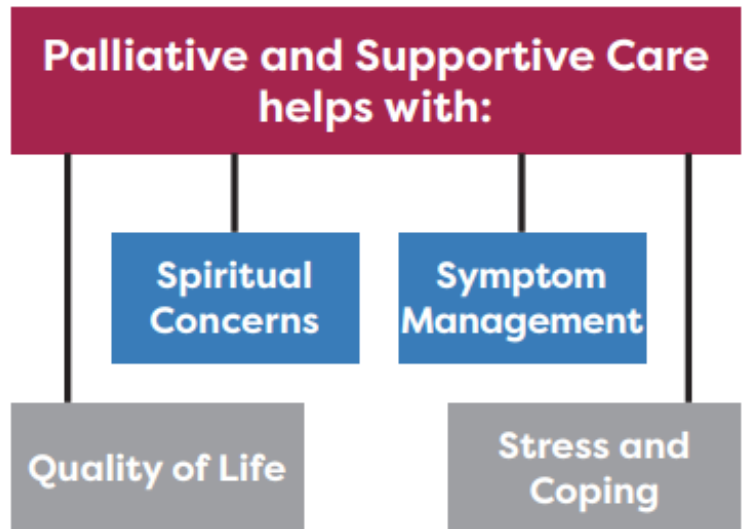
Palliative Medicine and Supportive Care is specialized medical care for people living with a serious illness. This type of care is focused on providing relief from the symptoms and stress of a serious illness. The goal is to improve quality of life for both the patient and the family. Palliative care can be provided during all stages of serious illness, and often serves as an extra layer of support along with curative treatment.

Palliative medicine is based on your needs, not on your prognosis. Our team has specialized doctors, advance practice professionals, nurses, social workers, and chaplains all working together to provide support for you and those you love.

### What To Expect From Palliative Medicine and Supportive Care

- o Expert management of symptoms such as pain, depression, anxiety, fatigue, shortness of breath, constipation, nausea, loss of appetite, and difficulty sleeping.
- o Clear and compassionate communication from your medical team.
- o Focus on the emotional, social and spiritual needs of you and your loved ones.
- o Help understanding what to expect in the future and guidance in making decisions regarding your health and types of care you prefer.

## St. Tammany Health System's Palliative Care Department: 985-871-5975



## Hospice

Hospice of St. Tammany recognizes the personal worth and dignity of every individual from conception to death and believes that death, as the final stage of living, is a natural process. St. Tammany Hospice seeks to maintain and/or improve quality of life with dignity at home or in a home-like setting. The mission of St. Tammany Hospice is to provide physical, emotional, and spiritual support to terminally ill patients.

## Criteria for Hospice

Admission to our hospice program is made upon the referral from any physician.

Appropriate candidates for hospice are patients:

- With terminal illness and a life expectancy of 6 months or less if the illness runs its normal course
- Who desire comfort care vs curative treatment
- Who do not want to go to the Hospital/ER/Outpatient Appointments

## Services Provided and Covered by Hospice Benefits

- Medications related to symptom management of primary terminal diagnosis
- Durable medical equipment necessary for medical care and safety
- Visits as required by nurses, therapist, certified nursing assistants, medical social workers, and chaplains
- Volunteers as needed
- Bereavement services available for 13 months following a patient's death. Services include bereavement visits for emotional support, support groups and community referrals as needed.

## Cost of Hospice Services

Services are covered 100% by Medicare and Medicaid, and Private insurance. Some private insurance may require a co-payment.

