

# QUICK TRANSITIONS = BETTER HEALTH!



## FREQUENTLY ASKED QUESTIONS SKILLED NURSING FACILITY



A **skilled nursing facility (SNF)** is a place where patients can receive 24/7 medical care and rehabilitation services from trained healthcare professionals. Outside of a hospital, a skilled nursing facility provides one of the highest levels of care.

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**Q** What are the benefits of going to a skilled nursing facility?

**A** Patients who transition to a skilled nursing facility after leaving a hospital:

- typically recover faster, with fewer complications
- reduce avoidable (and expensive) return trips to the hospital or emergency room

**Q** What services do skilled nursing facilities provide?

**A** Skilled nursing facilities normally offer daily:

- Physical therapy
- Occupational therapy
- Speech therapy
- Medication management
- In-house physician, nurse practitioner, and nursing services

Check with the facility of your choice about additional services including:

- IV (intravenous) medication administration
- Transportation to appointments (dialysis, physician)
- Dietary related issues (PEG tubes, etc.)
- Other specialized services

**Q** How will I be connected to my skilled nursing facility?

**A** You will be provided a list of local facilities in your area, and your case manager can help you determine which facilities meet high-quality standards. Once you have chosen your preferred facilities, a referral will be sent to those facilities. Your case manager will let you know which facility can accept you as a patient.

Please note: insurance approval may take up to 72 hours. Once your insurance has approved your skilled nursing facility placement, a staff member from the facility will contact you or a family member to complete the admissions process.

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**Q How will I get from the hospital to my skilled nursing facility?**

**A** A hospital representative will coordinate transportation to the skilled nursing facility. Please note that your insurance may or may not cover transportation services. Your case manager will work with you and your family to determine transportation that is safe, appropriate, and cost-effective.

**Q Who pays for my skilled nursing facility stay?**

**A** Depending on your insurance, some or all of your stay may be covered. Each insurance policy is different. The skilled nursing facility will confirm your benefits and obtain any authorizations needed. The skilled nursing facility's Business Office or Admissions Director will be able to discuss your benefits and any co-pays before you are admitted.

**Q How will my medications be handled (prescription and over-the-counter)?**

**A** A current list of all your medications will be provided to the skilled nursing facility prior to your arrival. If a medication is not included on this list, it will not be given. For this reason, make sure your doctor knows about all current medications you are taking, including prescriptions, over-the-counter medications, or supplements.

There is no need to bring your personal medications unless requested. The facility will handle getting all your medications, and nursing staff will dispense them as written by your doctor. All medications will be covered by insurance during your stay.

In addition to medications taken by mouth, you may also receive medications through a tube placed in your arm (IV medications). If you have any questions about your medications, don't hesitate to ask your doctor or a member of the nursing staff.

**Q How long will I receive care at a skilled nursing facility?**

**A** The average skilled nursing facility stay is 20 days. Patients typically transfer home on the 21st day and receive home health services. Your insurance coverage and other personal health factors may lengthen or shorten your stay.

**Q What is the difference between short-term rehab and long-term care?**

**A** For most patients, short-term rehab means a 20-day stay in a skilled nursing facility, followed by a return home. Short-term rehab is designed to focus on immediate medical needs and/or therapy services while a patient is recovering from a hospital stay.

Patients receiving long-term care become permanent residents of the skilled nursing facility. Long-term care is designed for patients with complex, ongoing medical needs that require 24-hour medical care to maintain their health and well-being.

# IMPORTANT INFORMATION

## SKILLED NURSING FACILITY

**IN CASE OF EMERGENCY, CALL 911**



**PATIENT NAME:** \_\_\_\_\_

### MY SKILLED NURSING FACILITY:

Company Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Skilled Nursing Facility Liaison: \_\_\_\_\_

Phone Number: \_\_\_\_\_

### MY HOSPITAL CASE MANAGER:

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

### MY DOCTOR:

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_