

## **Q: Can I have visitors at the iCare care center? What are the visiting hours?**

- A: Yes, the iRecovery Program strongly encourages residents to maintain healthy sober supports, including visitors. Recommended visiting hours are between 8AM-8PM.
- Residents should be aware that federal regulations for skilled nursing facilities allow for “reasonable restrictions”, including supervised visits if necessary, to protect the security of all the care center’s residents. Visits that may require these reasonable safety restrictions should be pre-scheduled with the care center’s social worker.
- Each week the safety of visitation for each resident is assessed to determine whether unsupervised visits with specific family/friends will be supportive of the individual’s recovery and therapeutic.

## **Q: What other types of rules and controls are in place for the best environment for substance use recovery?**

- Depending on the care center there are several other controls and restrictions in place in order to create the best environment for your recovery. Care centers may: perform room searches or checks if indicated; require that visits be supervised as noted; require urinary toxicology test (drug tests), and; other such restrictions as detailed in the iRecovery Participation Agreement and described by your care center team.
- For clinical and safety reasons there are a number of items that are considered potentially detrimental or hazardous and cannot be allowed in resident care areas. This list will be provided by facility staff upon admission or by request.

## **Q: Can I continue to see my physicians from the community?**

- A: Yes. Residents will see physicians in the community for specialized services. The appointment as well as transportation to appointments, and physical assistance to and from them will be coordinated by the care center.

- A primary care physician will be assigned to you at the iCare care center. A team of APRNs will also assist with your treatment. The care center has many other consulting physicians for wound care, cardiology, physiatrist, optometry, audiology and dental that will see you during your stay, as needed and appropriate.

## **Q: Can I smoke at the care center?**

- A: Yes, there is a secured outdoor patio area where employees supervise residents wishing to smoke. All smoking materials are kept secured for safety. The number and timing of smoking breaks may vary from care center to care center within iCare. 60 West is a non-smoking center.

## **Q: Can I leave the care center with family and friends?**

- A: Leaves of absence from the facility are by Physician’s orders. A resident’s Attending Physician will consult with the interdisciplinary treatment team to determine if the circumstances of a leave of absence are safe.

## **Q: Can I continue with my current pain management plan?**

- A: Non-pharmacological pain interventions are offered and recommended. Therapeutic doses of pain medication is determined by the physicians and medical team in coordination with the resident and nursing staff at the care center.

## **Q: What can I expect upon discharge?**

- A: The RN Case Manager and iRecovery Director/Social Worker develop a comprehensive discharge plan. The goals for discharge are established at a Meet and Greet meeting within the first 72 hours of admission.
- This plan includes scheduling of Home Health Care Agencies, Primary Care appointments, medication assisted therapy services, behavioral health appointments, and community support groups.
- As part of the discharge plan a safe discharge location is established, necessary medication, supplies and equipment are ordered. Case Managers and social workers will assist where possible with housing and other concerns and these needs should be shared early after admission.



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## **iRecovery Frequently Asked Questions**

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## Q: What is iRecovery?

- A: iRecovery provides you with an opportunity to address your substance use disorder while you rehabilitate for a condition which requires skilled nursing care and/or physical/occupational/speech therapy.
- Put simply, iRecovery is a substance use treatment and support program that exists inside of a nursing home while you are receiving nursing home-type care. It is similar to intensive outpatient programs. It is NOT an inpatient detox and you must qualify for nursing home care during your stay.
- iRecovery as a program entails a support system provided by the care center team and is detailed below. We have contracted with Elevate Counseling Services to provide the counseling portion of the iRecovery program.
- The goal is for you to discharge from the iCare care center with sober living skills, a commitment to sober living, having rehabilitated from your medical condition and have a discharge plan that gives you the greatest likelihood of success in the future. Clearly the person that will play the biggest role in your success from here is YOU.

## Q: What services do iCare Health Network care centers and iRecovery offer to assist in my recovery?

- A: Your participation in the iRecovery Program may include:
- Group and individual sessions with a qualified substance use counselor through Elevate Counseling Service.
- Cognitive Behavioral Therapy and coping skills groups with the Program Manager/Master of Social Work. (available at Chelsea Place Care Center)
- Spiritual Services (frequency varies by care center).
- Individual sessions with a Psychologist and/or Licensed Social Worker.
- Medication management with on-site Advanced Practice Registered Nurses and consulting physicians.
- Professional Security Staff to maintain the safety of the care center community and integrity of the program.

- Social Workers and/or Case Managers to create individualized and holistic plans of care and discharge to the next site of care or the community.
- Specially trained nursing and recreational staff to carry out the resident's plan of care.

## Q: Can I continue or initiate use of Medication Assisted Treatment (MAT)

- A: Clinical staff can coordinate with your established MAT providers to ensure minimal disruptions to your plan of care. New referrals to Suboxone providers can be initiated while receiving care at the care center. Vivitrol can be started (induced) at the care center.
- At this time if not currently established at a local Methadone clinic, methadone cannot be induced at the care center but appointments with area Methadone clinics can be made and kept and Methadone can be picked up for delivery to the care center.
- Please note that to ensure an efficient schedule the time of day in which you receive a Methadone dose may be different than the time of administration in the hospital or at home. For example, Chelsea Place administers/issues Methadone at 1:00PM.

## Q: What happens when I first arrive at the care centers?

- A. Depending on the time of your arrival, when you first arrive you will be met in the lobby by staff who will welcome you and guide you to your room. Staff will perform an assessment, explain the safety rules and other expectations and answer any questions. If you have not yet signed an iRecovery participation agreement you may be asked to do so at this time.
- Your medications cannot be ordered from the care center's pharmacy until you arrive at the care center. This step will be performed by staff upon your arrival and the pharmacy will immediately begin to assemble your medications for prompt delivery.
- Your prescribed medications including those for pain and antibiotics are prepared, mixed and packaged off-site and delivered to the care center in a timely fashion. However, that means these medications will NOT be available for immediate use.

## Q: So, will I get my medications such as antibiotics soon after arrival? Will all my medications be available?

- A. As noted above these medications will be administered and initiated when they arrive at the care center, soon after resident admission. All prescribed medications will be continued in the care center under physician guidance. It is not uncommon for a short gap in time between last admission of antibiotics in the hospital and first admission in the skilled nursing care center.

## Q: Can I have a private room?

- A. Some care centers occasionally have a private room or rooms available but it is not guaranteed. Private rooms are often reserved for patients whose medical conditions may require them.

## Q: How is the food? Can visitors bring in outside food and is anything available for purchase beyond regular meals?

- A. All meals are prepared in an in-house kitchen and many iCare care centers serve food hot from a steam table set-up that is brought to each care floor. Every effort is made to accommodate special dietary needs and for food to be healthy and satisfying.
- To ensure that food offerings match patient preferences, many centers have a food committee that meets regularly to discuss menu ideas and alternatives. Many iCare care centers also offer resident stores or cart delivery to purchase additional snacks in addition to the snacks provided by the facility.
- To maintain program integrity and safety there are restrictions on food brought in from outside of the care center for individuals in the iRecovery program. A list of approved take out/delivery service is handed out on admission and posted centrally and on an individual, patient-specific basis, visitors may bring in outside food. For safety and program integrity, items brought in may be inspected.