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1. **When are meal times?** Breakfast occurs from XXXXXXXXX. lunch is from XXXXXXX and dinner is from XXXXXXXXXX.
2. **I am particular about my food...can I have input on my meals?** Absolutely! Shortly after you are admitted the dietitian will visit you and discuss your preferences. That information will be conveyed to the kitchen and we will do our best to meet your requests.
3. **If I become sicker what will happen?** Your nurse will notify your physician that you have had a change in condition. Depending on the change, you may be treated right at the facility. However, in some cases, your medical changes may require we transfer you to a hospital in the community.
4. **If I have a concern who do I talk to?** At any time you may ask to speak with the director of nursing for the (Facility or Unit Name). Just let a staﬀ person know and they will convey this request to the Director. Also, the Director’s contact information is on the back page of this pamphlet should you want to contact him directly. If your concerns are not addressed to your satisfaction, please feel free to contact the administrator at (XXX) XXX‐XXXX.

**For Questions or Concerns
please contact:**

## Name

## Facility Administrator

## Phone Number

## Email address

## XXXXXXX, RN

**Director of Nursing, TCU**

**Phone number**

**Email address**

**Facility Name**

**Location**

**City, State, ZIP**

**Main Tel: XXX.XXX.XXXX**

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**Welcome**

# to the

# (Your Facility

# Name Here)

# Care Unit

***A***

***“Frequently
Asked Questions”*** ***Guide***

***to assist you
during your stay at Facility Name.***

**Frequently Asked Questions**

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The following is a compilation of the most frequent and common questions we are asked by those who have been recently admitted. Of course, if this does not answer your questions, please feel free to contact the administrator or director of nursing. The contact information is on the back panel of this brochure.

1. **What, exactly, is a SNF?** A SNF stands for skilled nursing facility. SNFs exist because additional step‐down care may be necessary for a patient to meet their full recovery potential and achieve a safe return to home. When a patient no longer needs the intensity of acute hospitalization, but still requires nursing care, rehabilitation, and other services, the patient is often admitted to (Name of Facility). In doing so, the patient will transition from a higher level of care (the hospital) to a lower level of care (the SNF).
2. **What is my plan of care?** Your plan is developed by a team of healthcare professionals, along with you and your family. Typically, your physician leads the direction of the plan and communicates that to the nurses and discharge planners. This information will be shared with you frequently, so you can participate in it as well.
3. **When will I see my doctor?** In a hospital a physician is required to see a patient every day. However, in a SNF, the requirement changes because the patients are considered medically stable. The physician will see his or her patients typically within three days of the admission, when a significant change in condition occurs, and at least monthly thereafter. Of course, your nurses are always in communication with the physician and can reach him or her daily by phone, if needed.
4. **How many nurses are there?** SNFs are staﬀed diﬀerently than a hospital because patients are considered medically stable. Staﬃng varies day to day based on the care requirements for that day. However, typically there will be 3–4 nurses per shift for the unit. There also will be about 4–5 certified nursing assistants to assist with care. And of course, there is a director of nursing, who is in charge of all the nursing care for the unit.
5. **Can I have my family and children visit me?** Yes, visiting hours are from 8 a.m. to 8 p.m. Children age five and older are allowed but require supervision. We ask that visitors who are not feeling well not visit as we want to prevent the spread of all infections, no matter how minor.
6. **My family members do not always get off work before 8 pm. Can they visit after
8 p.m.?** We do have the ability to make an occasional exception to the routine visitation hours. For after hours, there is a doorbell outside the main entrance door that you ring—this calls to the nurses’ station— although, if they are caring for patients, you may have to wait a few minutes for a response.

## Can my loved one spend the night? On a case by case basis this can be considered. Check with the director of nursing.

## Can family bring in food for me? Yes, provided you are not under dietary restrictions. Please check with your nurse to know if there are any restrictions.

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