

FAQ's

Q: Do I need to bring my own medications? How are my medication paid for?

A: Generally, the answer is no. LHCC will order your medications through our contracted pharmacy. If you have questions, please speak to your nurse. Depending on who is paying for your stay, Medicare and your prescription drug plan will pay for your medications. You will be responsible for any co-pays that are not covered. If you are paying privately and have no drug plan, you be responsible for paying for your medications.

Q: Where will I eat my meals? Are snacks available?

A: Each 15 bed neighborhood has its own dining rooms where meals are eaten together. However, you may eat in your room if you prefer. Family and friends may purchase meal tickets to join you for lunch or dinner. There is a list of snacks that are always available, posted in each neighborhood kitchen.

Q: What should I expect upon arriving to LHCC?

A: You will be assisted to your room and meet with staff to complete admission paperwork. Nursing will complete a head to toe physical assessment and gather information about your health status. You are encouraged to bring any questions or concerns to our attention.

Q: Will my physician see me at LHCC?

A: If your physician follows patient at LHCC, you will continue to see your primary care provider. If not, we have other qualified area physician that will see you during your stay. All discharge information will be sent to your PCP for continuing care after you return home.

Q: When will my therapy start? How often will therapy see me?

A: LHCC contracts with Rehab Care for Physical, Occupational and Speech therapy. In most cases, you will be evaluated by therapy on the day of admission. Based on evaluations, physician recommendation, and your insurance, the therapy team will individualize your plan of care, including the duration and frequency of your therapy treatments.

Q: What is the discharge Process? How will I prepare for discharge?

A: The Social Worker on your unit, along with nursing staff will work with you and your family to provide a safe discharge. Additional care, special equipment, and medications will be arranged prior to discharged and discussed with you.

Q: What are visiting hours?

A: The main doors are open from 7am-8pm weekdays, and 8am-8pm weekends. Family and friends may visit outside of those hours but will need to be let in and out of the building.

Q: Can I go out for meals and or family outings?

A: Yes. If you are here for short-term rehab and Medicare is paying, you must be available to participate in all therapy sessions and cannot be away overnight. If you are paying privately or have Medicaid, overnight visits are permitted. Always let nursing know if you are leaving the building so that medications and other considerations may be reviewed.

Q: Do you provide transportation? How will I be transported from the hospital to LHCC?

A: LHCC is contracted with a transportation company to provide service for medically necessary appointments. We have our own van and bus that are used for social outings. There may be a minimal cost for this service. Because space is limited, we encourage families to help with transportation whenever they can. Transport to the facility from the hospital is generally arranged through your hospital discharge planner.

Q: How do I get to outside appointments?

A: LHCC has a contract with VIP services. When possible transportation to medical appointments will be available free of charge to the resident in an appropriate VIP vehicle. Due to limitations, family members are encouraged to transport residents when possible. If other arrangements need to be made, such as ambulance transfers or to a non-medically necessary appointment, please check with your social worker

Q: Is there a room available where my family can come to celebrate special occasions with me?

A: Whether looking to have a quiet dinner, birthday bash, or invite your club members to host their meeting here, rooms are available by coordinating your event with our recreation staff.

Q: Are pets allowed to visit:

A: Pets are allowed to visit as long as they are up to date with their vaccinations and kept on a leash.

Q: What are the banking hours? What are the gift shop hours?

A: LHCC has a resident bank at the front desk for those who have deposited money in their resident trust account. Banking is available anytime the front desk is open. LHCC gift shop is available to residents and anyone visiting. Hours vary and are posted on the door of the gift shop.

Please view our ***What to Bring?*** for short and long term stays to answer other questions you may have.