Northeast Rehabilitation Hospital Network

Rebuilding lives through hope, compassion and dedication to excellence
When a disabling injury or illness touches your life or the life of someone for whom you care, recovery becomes of prime concern. Since 1984, the staff at Northeast Rehabilitation Hospital Network (NRHN) has helped thousands of patients overcome their physical challenges and resume the activities and enjoyment of their daily lives at home or in the workplace.

Northeast Rehab is about continuity, activity, energy and teamwork. Our dynamic, 24 hour rehabilitation experience is powered by our highly qualified professional staff. Take a tour and meet our therapists, talk with our certified rehabilitation nurses and dedicated case managers to discover how deeply committed they are to helping patients achieve maximum recovery.

“The additional certification in Stroke Rehabilitation was a deciding factor in trusting Northeast Rehab to be a part of my wife’s recovery.”
- Joe Racz, husband of Rebecca, a young stroke patient -

Rehabilitation is about people connecting with people. It is actually a process of mutual inspiration. Our patients usually come to us in physical and emotional pain. There is nothing more rewarding to us than to see how quickly they respond to the support of nurses, therapists and the regular attention of their physicians.

The morale of our clinical staff is regularly boosted by the amazing feats of recovery and adaptation shown by our patients.
Choose us.

We strive to offer the highest level of rehabilitation care through state-of-the-art and ever-improving practices. Our commitment to excellence is reflected in the talented staff who work with our patients through their recovery.

Our ability to offer a continuum of care which includes inpatient, home care and outpatient services supports our patients' progress toward recovery.

Choose expertise.

Our accreditations by The Joint Commission and The Commission of Accreditation of Rehabilitation Facilities is a testament to our adherence and dedication to the high standards of excellence in the areas of patient care, performance outcomes and national safety criteria.

Patients choosing rehabilitation after a stroke can feel confident they have made the right choice for their recovery. As one of only a handful of organizations who have demonstrated a high level of commitment to providing expert stroke rehabilitation, Northeast Rehab has achieved the distinction of Specialty Stroke and Brain Injury Certification from both The Joint Commission and Commission on Accreditation of Rehabilitation Facilities (CARF). These certifications are a clear sign that we are dedicated to providing the highest quality of care to our patients with use of only evidence proven therapies.
Home Care encompasses a wide range of services, including medical, nursing, social or therapeutic treatment and assistance with the essential activities of daily living. These services are delivered at home to individuals designated as “homebound” and require care from a skilled health care professional.

As hospital length of stay decreases, an increasing number of patients need highly skilled services when they return home and will benefit from our safe and effective care in the comfort of their own homes.

With acute rehab hospitals in Salem, Nashua, Portsmouth and Manchester NH, we are committed to providing services that excel in the provision of quality health care close to home for patients in need of specialty rehabilitation after injury or illness.

Services are provided to adolescents and adults with a variety of diagnoses including but not limited to: neurological, musculoskeletal, orthopedic, pulmonary and cardiac conditions.

You can choose one network for all of your rehabilitative needs.

Choose Northeast Rehabilitation Hospital Network
**Pain Management**

The Pain Management Centers of Northeast Rehabilitation Hospital Network are designed to meet the physical, psychosocial and functional needs of the persons served. The goal is to increase function and to diminish pain which affects day to day activities. The treatment team is goal oriented and well coordinated as they integrate physical, social-behavioral and educational interventions. The Pain Management Centers treat a variety of chronic pain conditions, such as, lower back pain, leg pain, neck and shoulder pain. We also have experience treating patients with pain caused by shingles, arthritis, and nerve injuries.

**Pediatric Therapy**

Northeast Rehabilitation Hospital Network, Department of Pediatrics offers a comprehensive array of home based, school based and outpatient rehabilitation services in New Hampshire and Massachusetts. We strive to meet the diverse needs of pediatric patients recovering from a wide variety of traumatic injuries, illnesses, developmental conditions and surgeries. The excellence in service provided by our specialty trained physical, occupational and speech therapists has resulted in greater than 95% patient satisfaction and excellent outcomes. We offer cutting edge technology and unique treatment opportunities to our pediatric population including Bioness™, Lite Gait®, Aquatic Therapy, Adaptive Equipment, Mobility Park, Animal Facilitated Therapy and Specialty Physician Clinics.

Northeast Rehab offers outpatient programs at over 20 convenient locations in Southern New Hampshire and Eastern Massachusetts north of Boston. Our specialized services include programs for adult and pediatric orthopedic and neurological conditions. Highly trained Physical, Occupational and Speech Therapists work closely with the patient, their family and physician to provide a customized plan of care to maximize strength, endurance, mobility, communication, memory and functional abilities.
Specialty care programs for inpatients at Northeast Rehabilitation Hospitals cater to the individual needs of adolescents and adults.

**Stroke Recovery Program** - As one of only a handful of organizations who have demonstrated a high level of commitment to providing expert stroke rehabilitation, Northeast Rehab has achieved the distinction of Specialty Stroke Certification from both The Joint Commission and Commission on Accreditation of Rehabilitation Facilities (CARF). Northeast Rehab's Stroke Recovery Program follows proven clinical practices and focuses on helping patients and families reach their greatest potential. Specialized therapists use techniques and technologies to encourage functional recovery. In depth education classes and resources are provided for both patients and their families. Local support groups and peer visitors are available to help patients through their recovery.

**Brain Injury Rehabilitation Program** - Northeast Rehab has achieved Specialty Brain Injury Certification from both The Joint Commission and Commission on Accreditation of Rehabilitation Facilities (CARF). Our program provides comprehensive inpatient rehabilitation and medical management to meet the needs of individuals following a brain injury. The goal is to maximize recovery and to assist with re-entry into the community. Northeast Rehab's specialized approach is built upon decades of experience in promoting recovery of function while focusing on quality of life. Our team uses evidence-based techniques and technologies to encourage functional recovery within a warm and supportive atmosphere.

**Orthopedic Recovery Program** - features 24-hour Certified Rehabilitation Nurses, therapists and physicians who have expertise in utilizing the latest therapeutic approaches to orthopedic recovery. Northeast Rehab provides a continuum of care to ensure patients' needs are met throughout the entire recovery process. Additionally, our indoor and outdoor mobility parks provide real-life settings where activities of daily life can be safely practiced.

**Neurological Conditions Recovery Program** - strives to provide comprehensive acute inpatient care to meet the needs of individuals who have experienced complications from neurologic disorders such as Guillian-Barré Syndrome, Parkinson's Disease, Post Polio Conditions, Myopathies, Meningitis and Multiple Sclerosis. A therapeutic team of nurses, physicians and therapists ensure the most up to date clinical practices are utilized. Home evaluations may be done to determine a person's ability to manage at the highest level of function in their home. Home Care and Outpatient neurological rehab specialists ensure the highest level of care after discharge from the hospital.

**Spinal Cord Injury Recovery Program** - structured to provide comprehensive acute inpatient rehabilitation with the goal to maximize recovery and assist with re-entry into the community. Specialized therapists use proven techniques and technologies to encourage functional recovery. In-depth education classes and resources are provided for both patients and families. An active Therapeutic Recreation Department helps patients return to leisure activities, access the community and identify environmental barriers. A unique partnership with Northeast Passage helps individuals trial adaptive recreation.

**Amputee Recovery Program** - features expert prosthetic services on-site to follow the patient through the three stages of recovery: pre-prosthesis, temporary prosthesis, and permanent prosthesis. Rehab focuses on improving functional mobility, with or without a prosthesis, and caring for the residual limb. Additionally, we offer psycho-social services which provide consultation in pain management, adjustment to body image and lifestyle changes. Support groups and peer visitors are available to help patients through their recovery. Our Therapeutic Recreation Department addresses the patient's access to the community and provides resources to enhance recovery.
We helped Fred

put music back into his life.

Fred Lospennato is one in a million - actually, 1 in 100,000. Fred was stricken with Guillian-Barré syndrome, a rare disease causing tingling and/or paralysis in certain parts of the body. His face was paralyzed and he couldn’t even open his eyes for a month. An avid accordionist, Fred was afraid he’d never be able to play his beloved instrument again.

He has made an amazing recovery, and is back once again, treating audiences to his lively accordion performances.

After diagnosing it, they asked where I wanted to go. I told them I wanted to go to the best place there is. They sent me to Northeast Rehabilitation Hospital.”

-Fred Lospennato, Chelmsford, MA

We helped Alex

get back to pursuing her dreams.

Alex Cote has an awe-inspiring story. At 20 years old, a car accident left her in a coma, with severe traumatic brain injury which left her unable to speak or walk. She made tremendous progress as a patient at Northeast Rehabilitation Hospital, challenging herself in new ways every day.

Years later she was named to the Dean’s List at Northern Essex Community College with a 3.5 grade point average. This accomplishment is just one of many that Alex has achieved over the years including being named “Miss Congeniality” in the Miss Massachusetts pageant three times!

“I love everyone in here and I thank everyone for making things possible for me. Northeast Rehab has enabled me to see beyond today’s challenges and into tomorrow’s possibilities. Without them, I don’t know where I’d be.”

-Alex Cote, Bradford, MA
What to bring

Upon arrival you should have your insurance card and copy of your advance directive. Generally, you should bring casual, comfortable clothing and shoes, as well as such essentials such as pajamas, a robe, slippers, hand razor and personal toiletries. Please do not bring valuables such as money or jewelry. No medications should be brought from home since all necessary medications will be provided by our in-house pharmacy.

Safety and Security

We request that you please observe the following rules and guidelines:

- Do not get in or out of a wheelchair unassisted
- Use the handrails in the rest rooms, bath, shower and along the corridor walls
- Alcoholic beverages and unprescribed drugs are not permitted on Northeast Rehab property

What will my day be like?

Your length of stay will depend upon your individual needs and progress toward the goals set by your rehab team. Although the treatment plan and schedule is customized for each patient, you can expect a typical day to include:

- Morning: bathing, dressing, breakfast, therapy sessions and rest time
- Afternoon: lunch, rest time and more therapy sessions
- Evening: dinner, free time, family visits and recreational activities

Financial and Health Insurance Information

Keep in mind that you will be billed separately for physician consultations, including those by physiatrists (doctors of physical and rehabilitation medicine), internal medicine physicians or neurologists who direct your course of treatment at NRHN. Physician’s bills are sent directly from their offices and questions concerning those bills should be directed there.

Similarly, you may be billed separately for diagnostic testing, lab work done outside NRHN and some transportation costs for those tests. Questions about these bills should be addressed to the appropriate facilities.

Visitors

Visits from family and friends are encouraged at NRHN. Our standard visiting hours are 11:00 am - 8:30 p.m. However, we will accommodate more flexible hours based upon individual family needs. Free and ample parking is available at the hospital. Please note that, to ensure safety, visitors may not take patients off the hospital campus.
You may have questions about what to expect during your stay with us. The following information is provided to assist you with a smooth transition to our facility.

**Recreational Activities**

The Therapeutic Recreation Department provides a variety of recreational activities for patients during non-treatment times. Activities include peer visits, instruction on adaptive recreation equipment, community out trips to destinations like supermarkets, coffee shops, golfing range, bowling and local parks. The purpose of recreational therapy is to improve or maintain physical, cognitive, social, emotional and spiritual functioning in order to facilitate full participation in life.

**Food and Nutrition Services**

The Food and Nutrition Services department specializes in providing a wide range of delicious foods each day. For those observing religious or dietary restrictions, special meals are happily prepared. Our registered dieticians and nutrition staff will help plan your meals.

Your visitors are welcome to join you for meals in the cafeterias at our Salem, Nashua and Manchester locations. Your patient tray may be sent to the cafeteria or a cafeteria pass can be obtained through your nurse. Vending selections and beverages are available on weekends and after hours at all locations.

**Television and Telephone Service**

There is a telephone at each bedside from which patients may make local calls simply by dialing “8” then the number, or may make long-distance calls (for a charge) through the operator by dialing “0” for assistance. You may receive a call at any hour, but we ask that callers respect patient’s need for quiet after 9:00 p.m., at which time calls are routed through the nursing station.
Internet Access

Patients or families who would like to access our wireless internet service contact nursing on reception for passwords.

Flowers, Mail and Newspapers

Any mail or flowers sent to you at NRHN will be delivered to your room daily. Complimentary newspapers are delivered to patients daily. Outgoing mail may be left with the receptionist at the front desk.

Hairstylist

Contact the secretary at the nursing desk on the unit for availability, services provided and payment procedure. The hairstylist is an independently contracted service arranged for the convenience of our patients at our Salem and Portsmouth locations.

Laundry

NRHN does not offer in house laundry service. Patients must make arrangements to have their clothes laundered.

Electrical Appliances

Patients may bring in their personal items such as hair dryers, electric razors, curling irons, etc. For safety reasons, we do require all items be inspected by a member of our Safety Department before use.

Smoke Free Environment

All of our hospitals and outpatient clinics are smoke free environments.

In Closing…

The entire staff at NRHN is here to serve our patients, and we are pleased to help in any way possible. Should you decide to choose NRHN for your rehabilitative needs we encourage you to express your comments, concerns, questions or suggestions to our Director of Patient Relations at extension 3131. We are dedicated to ensuring that your rehabilitative experience at NRHN meets and exceeds your expectations.

Thank you.
Our Philosophy of Patient Care

• Offer services and programs that are guided by a commitment to our Service Pledge and our core values of honesty, integrity, responsibility, trust and respect

• Through partnerships with patients, families and each other, promote a healthy, healing environment where patient-family centered care and evidence based practice makes Northeast Rehabilitation Hospital the best place for patients and families

• Maintain an atmosphere conducive to healing, recovery, and wellness that is grounded in the core concepts of patient and family centered care:
  - Dignity & respect
  - Information sharing
  - Participation
  - Collaboration

• Develop a work force supportive of patients and families that support quality of care, safety and patient satisfaction

• Educate employees on patient family centered concepts and hold them accountable to do what is best for patients and families

• Develop and strengthen partnerships within the community that are congruent with our philosophy to promote health, wellness and prevention

www.NortheastRehab.com

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