THE STRENGTH IT TAKES

Indiana University Health Rehabilitation and Sports Medicine Center

Welcome packet
Letter from the Manager

Welcome patients and caregivers,

The Indiana University Health Rehabilitation and Sports Medicine Center began in 1985 as part of Bloomington Hospital. Today, we have become the region’s largest and most comprehensive rehabilitation center dedicated to improving the lives of adolescents and adults with a wide range of therapy needs. Our staff demonstrates a commitment to excellence, a passion for patient care, and an attitude of innovation.

At the IU Health Rehabilitation and Sports Medicine Center, we have a versatile staff that specializes in a wide range of therapy services to be able to provide the best quality care. Our clinicians provide patient-focused services for individuals starting at age 12 and throughout the continuum of life. No matter what your therapy needs are, the IU Health Rehabilitation and Sports Medicine Center will develop a personalized plan of care to help you achieve your maximum potential. Our services include physical therapy, occupational therapy, speech therapy, athletic training and massage therapy. In addition, we also offer many programs to enhance your wellness level and sports performance.

It is our goal to provide excellence in all of the services that we provide to our patients and their families. Our aim is to make therapy as effective as possible, working with you to accomplish your therapy goals, return you to your prior level of function and enrich your quality of living. Treatment sessions are functionally-based and patients/caregivers are encouraged to actively participate in the development of the plan of care. We look forward to working together with you. If at any point throughout your rehabilitation process you have any questions or need additional information, please contact me at 812.353.5383 or toll free at 866.353.9378.

Sincerely,

Dave Schroeder, PT
Manager
Indiana University Health
Rehabilitation and Sports Medicine Center
Our Services
In addition to providing traditional rehabilitation services, our highly skilled staff offers a number of specialty programs and services.
With more than 80 full and part-time employees, we provide the region’s most dedicated professionals with a commitment to excellence, innovation and quality care. As a part of the IU Health system, we have the ability to coordinate its programs across the full continuum of related patient needs.

Physical Therapy
Our dedicated physical therapists and physical therapy assistants deliver comprehensive evaluations and treatments for adolescents, adults and seniors with neurological, musculoskeletal or orthopedic conditions. Therapists work one-on-one with patients to develop and/or regain lost function and perform activities as independently as possible. They work on gross motor skills, balance, coordination, mobility, motor planning, strength, tone, flexibility, and cardiovascular fitness.

Occupational Therapy
Our innovative occupational therapists provide comprehensive evaluations and treatments for adolescents, adults and seniors with neurological, orthopedic, or musculoskeletal conditions. They work on skills that are required for an individual’s daily activities at home, school, recreation and work environments. The occupational therapists will work with you and your caregiver/family to maximize your potential and develop independence in the areas of fine motor skills, self-help skills, sensory processing skills, perceptual skills, and cognition.

Speech-Language Therapy
Our speech-language pathologists provide comprehensive evaluations and treatment for adolescents, adults and seniors with neurological and developmental conditions. Speech-language pathologists help individuals who exhibit speech and language difficulties that may be the result of an injury or a change in medical status and that decreases their ability to effectively communicate their thoughts and needs. Individualized treatments are provided for managing swallowing and eating functions, speech and language disorders, vocal quality, comprehension, and cognition.

Social Services
Our dedicated and experienced licensed clinical social worker provides support services and case management to individuals and their families. The social worker assists individuals and their families with special needs that have been identified by a health team member or the patient. This service is a valuable part of the overall care of the patient. By addressing all the needs of an individual, we can assure the best patient care outcomes.

Massage Therapy
Our certified massage therapist is dedicated to the personalized treatment of each individual. Together, you and your therapist will discuss the plan and goals for your session. Massage is a natural means to promote healthy body functioning and to enhance the body’s own restorative powers. The positive, healing effects of massage can benefit a variety of individuals, including those affected by arthritis, chronic pain, stress, headaches, fibromyalgia and muscle strains.
Athletic Training

The athletic trainers at the IU Health Rehabilitation and Sports Medicine Center work with athletes throughout south central Indiana to not only rehabilitate injuries, but also enhance performance. Dedicated athletic trainers work in several area middle schools, high schools and youth organizations to provide athletic training coverage to all sports not only during competition, but practices as well. In addition, athletic trainers work with many area youth sports teams to provide injury checks and serve as an expert resource for parents and athletes on safe participation in sports, rehabilitation and performance enhancement.

Additional Programs and Services

**Aquatic Physical Therapy:** The IU Health Rehabilitation and Sports Medicine Centers offer aquatic physical therapy at the east side location in a specialized therapeutic pool. Our team of rehabilitation therapists work one-on-one with injured or disabled patients to enhance their functional abilities. Aquatic physical therapy is available to a wide range of patients and has a multitude of benefits.

**Community Mobility:** An evaluation of skills needed for safety with driving. An in clinic evaluation by a licensed occupational therapist is performed first and includes vision screening, physical skills testing, and cognitive testing. At the end of this evaluation, it will be determined if a road test is necessary. The road test is completed by a certified driving instructor and a licensed occupational therapist. The driving instructor provides a car with dual brakes. The road test gives the opportunity to observe driving skills in a realistic setting. At the end of all testing, recommendations are given to the client. The recommendations may include one or more of the following: refer client for adaptive equipment; recommend driving lessons; or refer back to therapy for rehabilitation on skill deficits. If the recommendation is for the client to retire from driving, then the client and family are educated on alternate community mobility options.

**Low Vision Care:** Visual impairments may affect all of just a few aspects of a person’s life. Occupational therapists may assist clients to achieve or maintain independence with tasks such as reading medication labels, recipes, newspaper articles, managing finances, and self-care activities (such as bathing, dressing, and grooming). Quality of life issues may also be addressed, such as helping a client obtain adaptive equipment for leisure pursuits. Driving is an additional area where clients with visual deficits may benefit from vision rehabilitation. Clients referred by physicians for an occupational therapy evaluation to address vision deficits can expect the following:

- A comprehensive evaluation of functional vision skills.
- A custom-made treatment plan to address deficits, including adaptive equipment recommendations, training with equipment, and a home program to address deficits. Home visits may be arranged as needed if the patient meets homebound requirements.
- Consultation with referring physician and with local optometrists as needed to facilitate the most comprehensive treatment for the patient.

**Lymphedema Care:** The IU Health Rehabilitation and Sports Medicine Center in Bloomington offers specialty care in the area of lymphedema. A team of trained physical therapists, in consultation with the patient’s physician, will assess and establish an individualized treatment program to manage swelling, pain and loss of function that results from a compromised lymphatic system.

**Occupational Medicine:** The IU Health Rehabilitation and Sports Medicine Center occupational medicine staff have extensive knowledge, skill, and expertise in dealing with occupational injuries and illness at all levels, including treatment, prevention and assisting in case/claims management. Our occupational medicine philosophy is based on the concepts proposed by the American College of Occupational and Environmental Medicine, the primary authoritative source on the treatment and prevention of occupational injuries and illnesses. This
translates into proactive outcome focused programs which saves employers and case managers time, money and frustration. IU Health Rehabilitation and Sports Medicine Center Occupational Medicine services include:

- Job Function Analysis, Description and Test
- Ergonomic Analysis
- Injury Prevention Training Programs
- On-site Stretching Program
- Work Rehabilitation and Conditioning
- Functional Capacity Assessment

**Pelvic Physical Therapy:** The IU Health Rehabilitation and Sports Medicine Center in Bloomington offers pelvic floor physical therapy. A trained physical therapist will evaluate each patient individually and develop a treatment plan based on findings. Treatment may include exercise, manual therapy techniques as well as modalities. Urinary and fecal incontinence, pelvic organ prolapse and pelvic pain are just some of the diagnoses treated with pelvic floor therapy.

**Vestibular Therapy:** An extensive evaluation will be performed by a licensed physical therapist trained in the treatment of vestibular disorders to determine the appropriate plan of care. Individuals who frequently have complaints of dizziness or imbalance may have a vestibular disorder and could benefit from vestibular rehabilitation. Vestibular therapy is an important part of the treatment of vestibular disorders. Each case is treated on an individual basis, taking into account a person’s medical condition, lifestyle, and individual needs. Vestibular rehabilitation is an exercise-based approach, which incorporates specific exercises to improve balance, postural control, eye-head coordination and fitness level while reducing vertigo.

**Videofluoroscopic Swallowing Studies (VFSS):** This is a special study completed in radiology in which a speech-language pathologist (SLP) performs swallowing tests using different foods and liquids. The SLP utilizes these tests to assess how well the muscles of the mouth and throat are functioning. The VFSS allows the SLP to see:

- If food is going into the airway instead of the stomach, called aspiration.
- Which parts of the mouth and throat may not be working well.
- What kinds of food are safest for the patient to swallow.
- If certain positions or strategies help the patient swallow better.
Retail Programs

**A.B.C.™ (Aquatic Based Conditioning) Program:** The east location of the IU Health Rehabilitation and Sports Medicine Center in Bloomington offers this program in a specialized HydroWorx 1000 therapeutic pool. Our team of exercise specialists work one-on-one with clients who have been discharged from the aquatic physical therapy program. This program is designed to be a transitional step between therapy and an independent program. Through this unique program, discharged patients can continue to improve strength, flexibility and cardiovascular conditioning.

**Body In Balance™ Athletic Movement Screen:** This program is for any athlete, whether a serious competitor or a recreational participant, who has the desire to improve the body’s balance of strength and flexibility. This program includes an athletic movement screen that assesses common movement patterns used in sport and activity. It assesses the mobility and stability of joints and muscles during movement to identify musculoskeletal dysfunction that hinders performance. Once imbalances are identified, corrections in movement patterns are made through personalized corrective exercises. This builds a strong foundation for sport-specific skills to become more efficient, unlocking your potential for improved performance no matter what athletic activity you choose.

**Bones For Life®:** This program is designed for anyone wishing to improve their bone health, posture, balance, strength and vitality. Participants will be asked to follow sequential instructions of movement. The purpose of the program is to promote bone health and skeletal strength through optimal alignment, anti-gravity challenges, weight bearing activities and the efficient transmission of forces through the arms, legs, trunk, and pelvis. During the verbally-guided lessons, emphasis is placed on creating proper alignment and dynamic posture, with added emphasis given to smooth, fluid transitions from one position to another—such as from lying to sitting to standing and walking. Participants must be able to lie on the floor and move independently.

**Feldenkrais® Method:** This program is developed for those wishing to enhance their well being, whether healthy or currently experiencing physical pain, stress or anxiety. The IU Health Rehabilitation and Sports Medicine Center offers this program as a series of classes that provide verbally-guided gentle movement sequences that are intended to improve posture, flexibility, coordination and even attention. These movements stimulate our innate potential for self-healing and promote correction of stressful physical patterns in people with chronic pain. Healthy athletes, musicians, singers and dancers find that this method refines their performance skills and improves their poise and confidence. The Feldenkrais® Method has also been proven to help people with neurological problems improve their learning abilities. Participants must be able to lie on the floor, move independently and follow sequential instructions of movement.

**FrontRunner™ Running Enhancement Program:** The IU Health Rehabilitation and Sports Medicine Center offers a customized program designed specifically for runners to promote running efficiency and minimize the risk of injury. A combination of a videotaped running gait assessment, strength and flexibility screens, and a foot posture assessment are utilized to tailor a program to meet each individual’s needs. In addition to the initial assessment program, we offer two options for training: PoolRunner™ and FrontRunner™ Conditioning classes. PoolRunner™ is an aquatic-based performance enhancement and injury prevention program. Clients are seen in the specialized HydroWorx 1000 pool for individual sessions utilizing the underwater treadmill and resistive jets. Feedback regarding efficient form is available visually via front and side video analysis. FrontRunner™ Conditioning class is a 45-minute running-specific exercise class for runners interested in injury prevention and performance enhancement. This class focuses on dynamic stretching, running form drills, core recruitment and strengthening of the hips, lower legs and feet.
**Golf Ready™ Golf Enhancement Program:** The IU Health Rehabilitation and Sports Medicine Center has developed this program as a customized conditioning program designed to enhance a golfer’s flexibility, strength and balance, as it relates to the biomechanics of their golf swing. The program is suited for any golfer, whether a serious competitor or a recreational participant, who has a desire to improve. The goal of the program is to assist individuals to increasing distance, improving accuracy and consistency, improving endurance and minimizing risk of golf related injury. Our specialists combine a video swing analysis with a physical assessment of the golfer’s joint mobility, flexibility, strength and balance, to tailor a program designed to meet golf-specific conditioning needs. Beyond the initial assessment, clients can choose from a basic or an advanced conditioning training program.

**Gear Up™ Bicycle Fitting and Cycling Enhancement Program:** This program is designed specifically for the cyclist to promote cycling efficiency and minimize the risk of injury. The program combines posture, flexibility, strength, and functional screens with biomechanical bicycle fitting and cycling assessment on the bicycle, with the goal of maximizing the cycling experience. Gear Up™ is for any cyclist, whether a serious competitor or recreational participant, who would like individualized feedback from a licensed health care provider and exercise specialist with experience and interest in cycling. An assessment is completed on the participant’s bicycle set up on a stationary trainer. Any recommended adjustments can be made on-site.

**Home Safe Home™ Home Assessment Program:** This program is administered by an occupational therapist with specialized training in home assessments, home modifications and equipment assessment. The purpose of this program is to provide you with recommendations that may make it more feasible for you to stay in your home, safely, for as long as possible. It may reduce the risk of the need for alternative living environments (long term care facilities, assistive living and/or family) and the costs associated with these places.

**The Mindful Body Yoga Therapy Program:** This program is specifically designed to work with individuals and groups in the treatment of or who are dealing with acute and chronic disease, musculoskeletal injuries, stress and pain. Yoga therapy focuses on the path of yoga as a healing journey and brings balance to the body and mind. The classes include gentle poses, breathing and relaxation exercises. Adaptations are made for individual needs so that all can participate and benefit from yoga therapy. The instructor for this program is a physical therapist with extensive yoga therapy training.
In 2011, collectively, the IU Health Rehabilitation and Sports Medicine Center locations provided 10,994 visits to 6,390 patients. 63% of patients treated were female, and 37% treated were male.

Of the 6,390 patients seen at the IU Health Rehabilitation and Sports Medicine Center during 2011, 1,693 or 27% were age 65+.

Approximately 10% of patients seen were under the age of 21.
In 2011, the IU Health Rehabilitation and Sports Medicine Center locations worked with 6,390 patients from a 14 county area of southern Indiana. 71.2% were from Monroe County, 11.3% were from Owen County, 5.6% were from Greene County and 5.4% were from Lawrence County.

Of the 44,909 patient visits in 2011 at the IU Health Rehabilitation and Sports Medicine Center locations, 86% received physical therapy (PT), 12% received occupational therapy (OT), and 2% received speech and language therapy (SLP).
Total patient visits by specialty

<table>
<thead>
<tr>
<th>Condition</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acquired brain injury</td>
<td>0.17%</td>
</tr>
<tr>
<td>Burns</td>
<td>0.05%</td>
</tr>
<tr>
<td>Amputation/limb loss</td>
<td>0.09%</td>
</tr>
<tr>
<td>Cardiac disorders</td>
<td>0.25%</td>
</tr>
<tr>
<td>Infectious &amp; parasitic diseases</td>
<td>0.11%</td>
</tr>
<tr>
<td>Cancer/neoplasm</td>
<td>0.78%</td>
</tr>
<tr>
<td>Metabolic disorders</td>
<td>0.58%</td>
</tr>
<tr>
<td>Lymph/venous/insuf/peripheral vas disease/embolism</td>
<td>0.98%</td>
</tr>
<tr>
<td>Pulmonary disorders</td>
<td>0.23%</td>
</tr>
<tr>
<td>Jaw/TMJ disease</td>
<td>0.56%</td>
</tr>
<tr>
<td>Digestive system disease, other</td>
<td>0.09%</td>
</tr>
<tr>
<td>Genitourinary system diseases</td>
<td>0.37%</td>
</tr>
<tr>
<td>Skin/subcutaneous tissue</td>
<td>0.39%</td>
</tr>
</tbody>
</table>

NOTE: Other includes conditions that represented less than 1% of patient volume.
Patient Satisfaction

The IU Health Rehabilitation and Sports Medicine Center strives to always provide exceptional customer service and quality care to our patients. We continually monitor our performance through both surveys as well as discharge follow-up phone calls 30 days post-discharge.

Monthly discharge follow-up calls:

Goals remain met?

Yes: 91%
No: 9%

Since discharge, patient is:

Better: 54%
Worse: 6%
Same: 40%
Monthly discharge follow-up calls:

Satisfied with care?

99.6%

Patient concerns addressed?

28%

72%

How would you rate the services provided by the IU Health Rehabilitation and Sports Medicine Center?

Excellent 41%

Good 59%
Would recommend rehab facility

Overall rating of rehab facility

NRC average - 83.9

NRC average - 79.3
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</thead>
<tbody>
<tr>
<td>OP Reh: Personal info handled confidentially at check-in</td>
<td>87.0</td>
<td>95.3</td>
<td>85.3</td>
<td>90.8</td>
<td>90.8</td>
<td>89.4</td>
<td>88.1</td>
<td>93.9</td>
<td>92.8</td>
<td>90.8</td>
<td>87.1</td>
<td>88.6</td>
<td>89.1</td>
<td>90.2</td>
</tr>
<tr>
<td>OP Reh: Registration process prompt/efficient</td>
<td>78.1</td>
<td>84.5</td>
<td>74.0</td>
<td>80.3</td>
<td>73.2</td>
<td>84.2</td>
<td>80.6</td>
<td>77.1</td>
<td>84.7</td>
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<td>81.5</td>
<td>80.9</td>
<td>82.2</td>
<td>80.3</td>
</tr>
<tr>
<td>OP Reh: Registration staff courteous/helpful</td>
<td>83.5</td>
<td>91.4</td>
<td>76.2</td>
<td>80.3</td>
<td>83.6</td>
<td>87.2</td>
<td>86.4</td>
<td>81.7</td>
<td>89.9</td>
<td>86.1</td>
<td>83.9</td>
<td>86.2</td>
<td>85.1</td>
<td>85.1</td>
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<tr>
<td>OPR-A: Cleanliness</td>
<td>90.9</td>
<td>96.9</td>
<td>94.3</td>
<td>93.9</td>
<td>94.5</td>
<td>96.9</td>
<td>97.1</td>
<td>95.2</td>
<td>92.1</td>
<td>98.7</td>
<td>96.7</td>
<td>93.2</td>
<td>97.0</td>
<td>95.6</td>
</tr>
<tr>
<td>OPR-A: Clerks/receptionists made you feel welcome</td>
<td>80.9</td>
<td>88.2</td>
<td>73.6</td>
<td>83.3</td>
<td>82.0</td>
<td>82.3</td>
<td>78.2</td>
<td>77.4</td>
<td>91.1</td>
<td>82.3</td>
<td>79.6</td>
<td>77.3</td>
<td>85.1</td>
<td>81.9</td>
</tr>
<tr>
<td>OPR-A: Consistency of therapy</td>
<td>82.5</td>
<td>89.4</td>
<td>83.6</td>
<td>80.0</td>
<td>85.1</td>
<td>85.0</td>
<td>79.1</td>
<td>91.1</td>
<td>91.0</td>
<td>80.0</td>
<td>79.3</td>
<td>85.7</td>
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<tr>
<td>OPR-A: Consistently saw same therapist</td>
<td>64.0</td>
<td>83.6</td>
<td>83.8</td>
<td>81.8</td>
<td>80.7</td>
<td>74.0</td>
<td>76.2</td>
<td>78.3</td>
<td>67.7</td>
<td>82.3</td>
<td>81.1</td>
<td>77.9</td>
<td>87.9</td>
<td>79.7</td>
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<tr>
<td>OPR-A: Getting first appointment</td>
<td>66.9</td>
<td>60.3</td>
<td>57.5</td>
<td>71.2</td>
<td>52.7</td>
<td>63.5</td>
<td>67.3</td>
<td>72.3</td>
<td>65.7</td>
<td>74.7</td>
<td>63.2</td>
<td>70.8</td>
<td>65.3</td>
<td>64.6</td>
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<tr>
<td>OPR-A: Kept informed about rehab progress</td>
<td>66.9</td>
<td>72.9</td>
<td>59.6</td>
<td>72.7</td>
<td>67.9</td>
<td>75.8</td>
<td>68.3</td>
<td>78.3</td>
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<td>72.4</td>
<td>73.4</td>
<td>75.9</td>
<td>74.3</td>
<td>71.4</td>
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<tr>
<td>OPR-A: Overall rating of rehab facility</td>
<td>79.3</td>
<td>81.9</td>
<td>81.4</td>
<td>82.5</td>
<td>73.9</td>
<td>83.2</td>
<td>87.4</td>
<td>84.3</td>
<td>85.9</td>
<td>86.1</td>
<td>82.8</td>
<td>85.2</td>
<td>88.8</td>
<td>83.4</td>
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<tr>
<td>OPR-A: Patient input in care</td>
<td>77.8</td>
<td>82.8</td>
<td>82.7</td>
<td>81.8</td>
<td>79.5</td>
<td>90.5</td>
<td>82.8</td>
<td>90.4</td>
<td>81.0</td>
<td>83.1</td>
<td>76.8</td>
<td>80.9</td>
<td>89.1</td>
<td>83.4</td>
</tr>
<tr>
<td>OPR-A: Patient involvement in planning therapy</td>
<td>73.1</td>
<td>74.8</td>
<td>68.9</td>
<td>73.8</td>
<td>71.8</td>
<td>70.8</td>
<td>75.5</td>
<td>85.7</td>
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<td>70.9</td>
<td>82.1</td>
<td>80.5</td>
<td>77.2</td>
<td>75.8</td>
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<td>OPR-A: Privacy</td>
<td>81.2</td>
<td>91.3</td>
<td>85.7</td>
<td>80.3</td>
<td>85.0</td>
<td>92.6</td>
<td>88.1</td>
<td>86.9</td>
<td>83.0</td>
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<td>84.8</td>
<td>82.8</td>
<td>88.1</td>
<td>86.9</td>
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<tr>
<td>OPR-A: Received the highest quality medical care</td>
<td>85.1</td>
<td>88.0</td>
<td>82.2</td>
<td>86.4</td>
<td>81.3</td>
<td>88.4</td>
<td>90.2</td>
<td>95.1</td>
<td>89.7</td>
<td>92.3</td>
<td>87.8</td>
<td>87.5</td>
<td>91.8</td>
<td>88.2</td>
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<tr>
<td>OPR-A: Staff gave reason for appointment delay</td>
<td>42.9</td>
<td>48.4</td>
<td>40.6</td>
<td>21.1µ</td>
<td>25.0µ</td>
<td>42.3µ</td>
<td>37.9µ</td>
<td>37.5µ</td>
<td>43.3</td>
<td>42.9µ</td>
<td>33.3µ</td>
<td>36.0µ</td>
<td>30.8µ</td>
<td>37.1</td>
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<tr>
<td>OPR-A: Staff helped with comfort</td>
<td>87.3</td>
<td>88.5</td>
<td>83.1</td>
<td>89.1</td>
<td>87.1</td>
<td>93.8</td>
<td>91.9</td>
<td>90.5</td>
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<td>91.7</td>
<td>85.7</td>
<td>88.8</td>
<td>89.5</td>
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<tr>
<td>OPR-A: Staff helped with pain</td>
<td>85.8</td>
<td>91.7</td>
<td>84.8</td>
<td>90.4</td>
<td>83.7</td>
<td>94.4</td>
<td>83.5</td>
<td>90.8</td>
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<td>90.5</td>
<td>89.0</td>
<td>87.5</td>
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<tr>
<td>OPR-A: Taught how to continue home rehab</td>
<td>78.0</td>
<td>85.8</td>
<td>77.5</td>
<td>80.0</td>
<td>81.1</td>
<td>87.4</td>
<td>81.2</td>
<td>82.9</td>
<td>87.0</td>
<td>85.5</td>
<td>84.2</td>
<td>86.4</td>
<td>84.0</td>
<td>83.6</td>
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<tr>
<td>OPR-A: Therapist aware of important info for therapy</td>
<td>79.4</td>
<td>83.1</td>
<td>76.7</td>
<td>72.3</td>
<td>83.3</td>
<td>81.7</td>
<td>72.4</td>
<td>82.7</td>
<td>77.8</td>
<td>80.0</td>
<td>86.0</td>
<td>86.0</td>
<td>85.4</td>
<td>80.8</td>
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<tr>
<td>OPR-A: Therapist courtesy/respect</td>
<td>95.9</td>
<td>99.2</td>
<td>98.1</td>
<td>93.9</td>
<td>97.3</td>
<td>99.0</td>
<td>96.1</td>
<td>98.8</td>
<td>98.0</td>
<td>100.0</td>
<td>94.7</td>
<td>97.7</td>
<td>98.0</td>
<td>97.7</td>
</tr>
<tr>
<td>OPR-A: Therapist discussed activities/changes for home rehab</td>
<td>70.9</td>
<td>79.8</td>
<td>76.5</td>
<td>84.4</td>
<td>77.8</td>
<td>81.1</td>
<td>79.8</td>
<td>80.7</td>
<td>72.9</td>
<td>80.5</td>
<td>81.1</td>
<td>72.4</td>
<td>79.0</td>
<td>78.7</td>
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<tr>
<td>OPR-A: Therapist discussed worries/concerns</td>
<td>88.2</td>
<td>93.6</td>
<td>90.5</td>
<td>94.2</td>
<td>91.8</td>
<td>93.9</td>
<td>86.4</td>
<td>95.7</td>
<td>95.2</td>
<td>89.9</td>
<td>90.8</td>
<td>92.6</td>
<td>92.8</td>
<td>92.2</td>
</tr>
<tr>
<td>OPR-A: Therapist explained things understandably</td>
<td>88.1</td>
<td>93.8</td>
<td>87.7</td>
<td>89.4</td>
<td>89.3</td>
<td>93.8</td>
<td>83.2</td>
<td>91.7</td>
<td>88.0</td>
<td>88.5</td>
<td>92.4</td>
<td>86.5</td>
<td>90.1</td>
<td>89.6</td>
</tr>
<tr>
<td>OPR-A: Therapist listened carefully</td>
<td>89.5</td>
<td>92.2</td>
<td>91.5</td>
<td>89.4</td>
<td>93.8</td>
<td>93.8</td>
<td>88.1</td>
<td>91.7</td>
<td>95.1</td>
<td>91.1</td>
<td>91.4</td>
<td>86.5</td>
<td>93.0</td>
<td>91.6</td>
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<tr>
<td>OPR-A: Therapist made you feel welcome</td>
<td>94.0</td>
<td>99.2</td>
<td>98.1</td>
<td>97.0</td>
<td>93.8</td>
<td>98.9</td>
<td>92.0</td>
<td>97.6</td>
<td>96.1</td>
<td>96.2</td>
<td>95.8</td>
<td>98.9</td>
<td>95.0</td>
<td>96.5</td>
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<tr>
<td>OPR-A: Therapist understood rehabilitation needs</td>
<td>81.1</td>
<td>85.3</td>
<td>77.1</td>
<td>80.0</td>
<td>81.1</td>
<td>83.0</td>
<td>82.2</td>
<td>89.0</td>
<td>84.2</td>
<td>86.8</td>
<td>85.9</td>
<td>80.7</td>
<td>87.0</td>
<td>83.5</td>
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<tr>
<td>OPR-A: Therapist was encouraging</td>
<td>87.6</td>
<td>90.8</td>
<td>90.9</td>
<td>89.3</td>
<td>83.8</td>
<td>92.1</td>
<td>85.2</td>
<td>93.2</td>
<td>86.5</td>
<td>84.3</td>
<td>88.6</td>
<td>95.1</td>
<td>93.0</td>
<td>89.4</td>
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<tr>
<td>OPR-A: Therapists, confidence/trust in</td>
<td>84.9</td>
<td>89.9</td>
<td>83.0</td>
<td>89.4</td>
<td>83.9</td>
<td>84.4</td>
<td>86.0</td>
<td>89.3</td>
<td>85.0</td>
<td>89.7</td>
<td>88.2</td>
<td>88.6</td>
<td>88.9</td>
<td>87.1</td>
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<tr>
<td>OPR-A: Therapy appointments began on time</td>
<td>70.1</td>
<td>73.6</td>
<td>65.4</td>
<td>71.2</td>
<td>72.5</td>
<td>70.2</td>
<td>68.3</td>
<td>78.8</td>
<td>67.0</td>
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<td>72.3</td>
<td>70.5</td>
<td>73.0</td>
<td>70.9</td>
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<tr>
<td>OPR-A: Would recommend rehab facility</td>
<td>83.9</td>
<td>85.9</td>
<td>87.6</td>
<td>82.8</td>
<td>85.3</td>
<td>84.0</td>
<td>84.2</td>
<td>91.5</td>
<td>88.9</td>
<td>91.1</td>
<td>86.8</td>
<td>87.4</td>
<td>91.8</td>
<td>87.2</td>
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</tbody>
</table>
Service Feedback

Thank you for selecting the IU Health Rehabilitation and Sports Medicine Center and entrusting your rehabilitation care to our staff. We recognize that you are free to choose where you receive therapy services.

We also understand that our customers, including patients and their families, physicians, insurance companies and employers, have high expectations.

The staff at the IU Health Rehabilitation and Sports Medicine Center strives to provide the highest quality care and customer service. Our hope is that you will be pleased with the services that you receive and that you will find the staff to be responsive to your needs, exceeding your highest expectations.

If at any time during your therapy, you have positive feedback, concerns or suggestions for improvement, we want to hear them. Feel free to contact:

IU Health Rehabilitation and Sports Medicine Center
Exceeding Expectations Customer Service Hotline

353.5388 or 877.353.5388

If you would like a return call, please leave your name and telephone number, and a team member will return your call.

Our goal is to exceed your expectations.
How to get the most from your therapy

You need to be actively involved to get the best results from your therapy. Please follow the therapist’s instructions and make it a priority to keep all of your appointments.

Arrive on time for each appointment. If you are running late, please call so we can decide if you need to reschedule.

On your first visit, the therapist will evaluate your function, pain and mobility, and create and send a treatment plan to your physician for approval. Your physician must approve all the care your therapist provides. Your therapist and physician will work together using a written care plan and progress notes. Copies of your therapy notes are available upon request.

Appointments and scheduling

Call as soon as possible if you need to cancel an appointment. There will be a $15 cancellation fee if you provide less than 24 hour notice. This fee is not covered by insurance. Several cancellations may result in discharge from therapy.

When you do not call to cancel or don’t come to your appointment we call this a “no show.” There will be a $15 no show fee. This fee is not covered by insurance. Several no shows may result in discharge from therapy.

We will need a new therapy order from your physician if a month has passed between your appointments, you have had surgery OR you have been admitted to the hospital.

If you bring children with you, someone else must watch them at all times. They are not allowed to play on therapy equipment.

Billing

You must call your insurance company to make sure your therapy is covered.

Payments to IU Health Bloomington are based on your insurance policy.

Pre-certification may not guarantee payment by your insurance company.

On the first day of the month, the hospital will send your insurance company your charges from the prior month.

You will get an explanation of payment or non-payment from your insurance company. You will then receive a bill in the mail for any charges not covered by insurance. For your current balance, please call IU Health Bloomington Patient Accounts at 812.353.9413 or 800.223.2997.

Ask the Office Coordinator if you want to know the charges for your therapy. As a courtesy, you will be given a Written Disclosure that will provide you with your plan of care and basic financial information. This information is not a guarantee of coverage or costs.
Locations
Convenient locations are key for outpatient therapy, which is why the IU Health Rehabilitation and Sports Medicine Center offers multiple locations throughout Monroe and Owen counties.

EAST
328 S. Woodcrest Drive, Bloomington
812.353.3278 or 866.353.3278
Monday—Thursday; 6:30 am to 6 pm
Friday 6:30 am to 4:30 pm

WEST
2499 W. Cota Drive, Bloomington
812.353.9378 or 866.353.9378
Monday—Thursday; 6:30 am to 6 pm
Friday 6:30 am to 4:30 pm

CENTRAL
IU Health Bloomington Hospital
601 West Second Street, Bloomington
812.353.9484 or 800.934.6074
Monday — Friday 6:30 am to 5:30 pm

YMCA
Located at Monroe County YMCA
2125 S. Highland Avenue, Bloomington
812.332.5555, ext. 504
Monday — Friday 7:30 am to 4:30 pm

SPENCER
5 Crane Avenue, Spencer
812.829.3296 or 800.939.0491
Monday—Thursday; 7:30 am to 6 pm
Friday 7:30 am to 4:30 pm

Insurance
The IU Health Rehabilitation and Sports Medicine Center accepts most major insurance plans and may be able to assist you in verifying coverage. Physician referral is required. Transportation assistance may be available through Assisted Medical Transport or Rural Transit.