Welcome!

The UCLA Neurological Rehabilitation and Research Unit provides individualized therapies that will enable you to achieve the highest possible quality of life. Our therapies aim to enhance your physical, mental and emotional well-being and to help you, your family, and friends to work through the problems related to new challenges that have arisen from your recent illness.

We are located at:

760 Westwood Plaza, Suite 17-443
Los Angeles, CA 90095

Our phone number is:
(310) 794-6556

The NRRU Team

Rehabilitation Physicians and Nurse Practitioner

The NRRU physicians and nurse practitioner work closely with the Department of Neurology, Neurosurgery, Medicine, Psychiatry, Psychology, and other schools within the University.

Rehabilitation Nursing

The rehabilitation nursing team provides direct care to patients 24 hours a day and will help you carry over the skills taught and practiced during therapies. They will be involved with activities that maintain and restore function in areas such as bowel and bladder management, skin protection and feeding issues. They will guide you toward independence, teach you about your medications and help you understand and cope with your illness or injury.

Social Worker

Our dedicated social worker is readily available to provide both emotional support for you and your family and to coordinate the best discharge plan for you. The social worker will identify community services and outpatient programs that support your continuing recovery and will meet regularly with you and your family members to help facilitate the transition from inpatient rehabilitation to the next stage of care.

Occupational Therapists

Our therapists work closely with you to restore function for optimal participation in activities of daily living and independent living skills. Along with the speech therapist they may address swallowing difficulties and cognitive problems.

Physical Therapists

These therapists emphasize improving your strength, balance, and coordination for sitting and standing activities. They will instruct you in the most effective means of locomotion by wheelchair or walking. Along with the OT’s, they will assist you in home and community reintegration and development of a program to maximize your strengths and improve your weak areas.
Speech and Language Therapists

A speech pathologist is available to address communication, cognitive and swallowing issues. Working closely with the OT’s, an individualized program will be developed to address these areas.

Neuropsychologist

The Neuropsychologist has expertise in special cognitive testing and in developing programs to address these areas. This person may be needed to assist you to work through the cognitive and emotional problems that sometimes accompany a brain injury or other chronic illness.

Therapeutic Recreation

Our recreation therapist provides social and leisure services to enhance the rehabilitation goals of improving physical, cognitive, psychosocial, community skills, and adjustment. The RT will conduct individual sessions, group activities and community outings as part of the treatment program.

Dietitian

The dietitian assists you in monitoring the number of calories you take in, helps optimize your nutrition, and provides guidelines for your subsequent home meals. Your specific diet will be ordered by your physician. A paper menu will be provided daily for the next day’s meals. This menu will need to be filled out by you or your family, or the staff may help you complete your selections. We also offer a variety of snacks in our kitchen on the unit, depending on your diet.

NRRU Support Staff

These are: clinical care partners, who assist mostly the nurses in a variety of ways, administrative care partners who perform the many clerical duties to keep the unit functioning efficiently, and the environmental services staff who provide a clean environment.

You!

You and your family are the most important and central members of the rehabilitation team. Your input and participation are instrumental in achieving your rehab goals.

Bathing and dressing:

You may receive bathing at a time that is not your normal routine. For example, you may be bathed before bedtime depending on the therapy schedule. Also, you may work with your therapist in a patient gown or before getting bathed during the day. Please know that we will make every effort to assist you however we cannot guarantee that you will always be bathed or dressed for the day at a specific time. We appreciate your understanding and cooperation.

NRRU Independence Day

At least 1-2 days prior to your discharge date you will be given an “Independence Day”. This day is a 24-hour period in which you will perform daily tasks as independent as possible with the NRRU staff, family, and caregivers. This is your opportunity to show off what you have learned during your rehab stay and in preparation for going home! Information prior to this day will be given by the nurses and therapists, and you will receive special decorations for your “Independence Day” so everyone knows!
During your stay at UCLA Medical Center, your comfort is of utmost importance to us. The following support programs have been developed to assist with any special needs that may arise while you are hospitalized.

Patient Affairs
Patient Affairs act as your representative when you need one. They are available to assist with questions about any Medical Center services and policies. They are available seven days a week at extension 79113.

Pastoral Care
The NRRU has an assigned chaplain who will meet with you and your family as desired. Other hospital chaplains and community clergy are available upon request. To reach the chaplain’s office, call extension 78190, Monday through Friday, 8am to 5pm. For critical situations during evening or weekends, your nursing staff can contact the chaplain on call.

Private Duty Nursing
Private nursing can be requested by you, your family, or your doctor. There is an additional cost for this service that may not be covered by your insurance. Contact the unit nurse manager or the charge nurse for information.

Volunteers
Volunteers can assist you in a variety of ways, from shopping in the gift shop for you, to bringing books and magazines from the patient library, providing shampoos, delivering flowers, and picking up your mail. The volunteer office is open Monday through Friday, 8am to 5pm and can be reached at extension 78180.

Interpreter Services
Interpreters are available in many languages, including Spanish and American Sign Language to assist in communicating with your physicians or other caregivers. Ask your nurse to page an interpreter or call the interpreter services office.

Financial Services
If you have any concerns regarding your inpatient hospitalization health care finances, please contact Access Services at (310) 267-8049.
For Your Visitors

The visiting hours listed below are general guidelines for the NRRU; if you have any questions, please ask your nurse.

- 9am – 9pm, Monday-Sunday

Generally, only 2 visitors are permitted at a time.

We encourage family involvement in your recovery, and visits from relatives and friends can be welcome, but you may find that visitors can be tiring at times. Rest is an essential part of your recovery so please be aware of your own special needs. Let your nurse or physician know if your visitors prove too tiring for you at any time.

Parking

Parking is available for a fee per entry, and each calendar day is charged separately. If you or your family will be using the parking facilities on an extended basis, a long-term parking permit, valid for 30 days, is available through our Patient Affairs office. Generally, your family will save money by buying a long-term parking permit for hospital stays of one week or longer. For more information contact Patient Relations.

Building Access

After 6pm and on weekends and holidays, doors are locked. This is for the security of the building and the safety of our patients. Please use the intercom on the left hand side of the doors outside the Semel Institute on the C-level and the staff will unlock the doors for you. For other building entrances or questions please call the unit at 310-794-6556.

Discharge

Please note that the discharge time is 11am. The staff will work with you to meet this on the day of discharge to insure a smooth and timely discharge.

Patient and Visitor Services

Cafeteria

The Medical Center cafeteria is located on the 1st floor for the convenience of all patients and guests. Cafeteria hours are posted at the entrance. Various snacks may also be purchased from vending machines in the area located adjacent to the cafeteria.

Notary Public

Notary Public services are temporarily unavailable. Please check with patient Affairs if you have this need.

Lost and Found

If you lose a personal item during your stay, please notify your nurse or Patient Affairs.

Check Cashing and ATM Locations
There are 2 ATMs conveniently located on the east side of the 1st floor of the Medical Center (Health Sciences Bookstore Patio and Tiverton drop-off area).

Botanical Gardens

The Mildred E. Mathais Botanical Gardens offer beautiful surroundings for a brief stroll. The gardens are conveniently located just east of the Medical Center complex, near the Dental School breezeway. Hours are 8am to 5pm weekdays and 8am to 4pm on weekends.

For Your Safety

No-Smoking Policy

UCLA Medical Center is a no-smoking hospital. For the health, safety, and comfort of our patients, visitors, and employees, smoking is prohibited throughout the Medical Center and in some patio areas.

Fall Prevention

Because patient safety is a priority at the NRRU, we ask that you always:

- Use your call light for assistance
- Call for assistance if you feel weak, dizzy, or light-headed when you need to get up or need help going back to bed
- Ask to have objects such as the phone, bedside table, or personal items placed within your reach
- Notify the staff if a spill occurs on the floor
- Family/caregivers are NOT to help transfer or move patients until approved and instructed by the staff so that it is done in a safe way

Valuables

You are asked to leave all valuables at home to avoid misplacing them while at the Medical Center. All valuables, cash in excess of $5, and all credit cards you have with you at the Medical Center should be deposited in the safe in the cashier’s office (located across the street in the Ronald Reagan Medical Center, 1st floor by the gift shop). Remember to collect your valuables from the cashier’s office before 5pm on the day of your discharge.

Medications

It is important that your healthcare team be aware of all the factors contributing to your physical condition. If you have brought any medications or other controlled substances with you to the Medical Center, please turn them over to your nurse’s care. The nursing staff will see to it that you continue to receive your necessary medications while safeguarding them during your stay.
• **Patient Rights and Responsibilities**

UCLA Medical Center strives to provide the highest quality medical care. To help patients and staff achieve this goal, the Medical Center has adopted a Patient’s Bill of Rights & Responsibilities as follows:

As a patient, you have the right to:

- Exercise patient rights without regard to race, creed, sex, source of payment, or cultural, economic, educational or religious background.
- Receive medical care with respect and dignity.
- Participate actively in making informed decisions concerning your care, including the right, within the law, to refuse treatment and formulate advance directives.
- Privacy and confidentiality.
- Expect reasonable safety precautions.
- Know the name of your attending physician and other caregivers involved in your treatment.
- Receive information about your diagnosis and prognosis.
- Communicate with visitors, friends and family, and to have access to an interpreter if needed.
- Receive a complete explanation before being transferred to another facility.
- Request and receive an itemized billing of charges, and to be informed of changes we become aware of in your insurance benefits.

As a patient, you are responsible for:

- Providing accurate and complete information about everything related to your care, including changes in your condition.
- Being considerate of the rights of other patients and hospital personnel.
- Fulfilling the financial obligations of your health care, including knowing your insurance benefits and eligibility requirements and informing the hospital of changes in your insurance benefits.

A more detailed description of these rights and responsibilities is available from our Patient Affairs department, extension 79113.

**Advance Directives**

Your physician and caretakers want to respect your rights to participate in decisions about your medical treatment. We want to know how you feel about issues such as resuscitative measures, life support and terminal care. While documents known as “living wills” are not legally recognized in California, California law now allows you to formally express your desires about these issues and to appoint a friend or family member to make decisions for you, by completing a Durable Power of Attorney for Health Care form.

Completing an Advance Directive is completely voluntary. However, if you want to find out more about these documents, we invite you to review the pamphlet *Your Right to Make Decisions About Medical Treatment*, which was provided at the time of your admission. You can ask for additional information or a Durable Power of Attorney for Health Care form from your nurse or our Patient Affairs Office.
Your bedside telephone has its own direct telephone number which is posted on the framed welcome sign as you enter the room. Your family and friends can reach you by dialing this number between the hours of 7am and 9:30pm or you can have them call the unit directly at 310-794-6556 and be transferred to you. You can make outgoing calls from your bedside telephone 24 hours a day.

For patients with hearing impairments, sound-booster amplified-handset telephones are available. If you would like one, ask a nurse or a patient liaison to arrange for its installation.

Inside Calls

There is no charge for calls made to other telephones within the Medical Center and UCLA campus system. To reach an inside telephone, dial its inside extension number. A telephone’s inside extension number is the last 5 digits of its regular number. For example, Patient Affairs regular telephone number is 267-9113; its inside extension number is 79113. All telephone numbers in the Medical Center and UCLA campus telephone system begin with the prefixes 794, 825, 206, 267. You can tell by an inside extension’s first digit (which is always 4, 5, or 6) what the other two digits of the telephone prefixes are.

Toll-Free Outside Calls

You can call some telephones that are outside of the Medical Center and UCLA campus system free of charge. These free outside numbers are in the 310, 213, and 818 area codes and begin with the prefixes listed below.

To make a call within the 310 area code dial 9 + the telephone number.

To make a call within the 210 or 818 area codes dial 9 + 1 + area code + telephone number.

Toll-Free Outside Call Prefixes

<table>
<thead>
<tr>
<th>Area Code</th>
<th>Prefixes</th>
<th>Prefixes</th>
<th>Prefixes</th>
</tr>
</thead>
<tbody>
<tr>
<td>213</td>
<td>303</td>
<td>201-209</td>
<td>342-345</td>
</tr>
<tr>
<td></td>
<td>350</td>
<td>247</td>
<td>370-379</td>
</tr>
<tr>
<td></td>
<td>415</td>
<td>284-289</td>
<td>381</td>
</tr>
<tr>
<td>310</td>
<td>550-552</td>
<td>301-302</td>
<td>382</td>
</tr>
<tr>
<td></td>
<td>651</td>
<td>305-306</td>
<td>399</td>
</tr>
<tr>
<td></td>
<td>653</td>
<td>312-315</td>
<td>404</td>
</tr>
<tr>
<td></td>
<td>655</td>
<td>317</td>
<td>410</td>
</tr>
<tr>
<td>818</td>
<td>658</td>
<td>390-399</td>
<td>412-414</td>
</tr>
<tr>
<td></td>
<td>811</td>
<td>440-448</td>
<td>416-420</td>
</tr>
<tr>
<td>201</td>
<td>852</td>
<td>450-459</td>
<td>501</td>
</tr>
<tr>
<td></td>
<td>853</td>
<td>470-479</td>
<td>561</td>
</tr>
<tr>
<td>206</td>
<td>857</td>
<td>553</td>
<td>597</td>
</tr>
<tr>
<td></td>
<td>879</td>
<td>556</td>
<td>601-606</td>
</tr>
<tr>
<td></td>
<td>930-939</td>
<td>559</td>
<td>609</td>
</tr>
<tr>
<td>206</td>
<td>954</td>
<td>571-578</td>
<td>705-708</td>
</tr>
<tr>
<td></td>
<td>961</td>
<td>657</td>
<td>774</td>
</tr>
<tr>
<td>213</td>
<td>963-966</td>
<td>659</td>
<td>776</td>
</tr>
<tr>
<td></td>
<td>968</td>
<td>785</td>
<td>778-779</td>
</tr>
<tr>
<td></td>
<td></td>
<td>788</td>
<td>811</td>
</tr>
<tr>
<td></td>
<td></td>
<td>794</td>
<td>879</td>
</tr>
</tbody>
</table>
Toll Calls

All calls to telephones outside of the Medical Center and UCLA campus telephone system, other than those to free prefixes, are toll calls for which you must pay. UCLA Medical Center cannot bill you for your toll calls; you must make payment arrangements at the time of your call. Your payment options include collect calls as well as calls charged to your home telephone number, your telephone company credit card (such as MCI), and your regular credit card (such as VISA).

You can select any of the available payment options by calling the outside operator (dial 8+0) and stating your payment preference for the call. When charging calls to your telephone company credit card, you can also dial the company’s 800 number or 950-prefix number directly without using the outside operator.

To inquire about toll call rates, call the outside operator (8 + 0) and ask what the charges for your call will be.
<table>
<thead>
<tr>
<th>Channel</th>
<th>Station Name</th>
<th>Channel Number</th>
<th>Programming</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>KCBS – DT</td>
<td>23.7</td>
<td>OWN</td>
</tr>
<tr>
<td>3</td>
<td>UCLA CN</td>
<td>23.8</td>
<td>HGTV</td>
</tr>
<tr>
<td>4.1</td>
<td>NBC 4LA</td>
<td>25.1</td>
<td>Discovery Channel</td>
</tr>
<tr>
<td>4.2</td>
<td>CS NSTP</td>
<td>25.2</td>
<td>Animal Planet</td>
</tr>
<tr>
<td>5.1</td>
<td>KTLA – DT</td>
<td>28</td>
<td>Newborn Channel</td>
</tr>
<tr>
<td>5.2</td>
<td>KTLA ANT</td>
<td>29</td>
<td>Newborn Channel – Spanish</td>
</tr>
<tr>
<td>5.3</td>
<td>KTLA This</td>
<td>31</td>
<td>Health UCLA Net</td>
</tr>
<tr>
<td>6</td>
<td>KDOC LA</td>
<td>36</td>
<td>Disney Channel</td>
</tr>
<tr>
<td>7</td>
<td>KABC – DT</td>
<td>37</td>
<td>HSN</td>
</tr>
<tr>
<td>7.2</td>
<td>LiveWell TV</td>
<td>38</td>
<td>The Church Channel</td>
</tr>
<tr>
<td>7.3</td>
<td>LiveWell TV</td>
<td>39</td>
<td>Music – Soft Rock</td>
</tr>
<tr>
<td>9.1</td>
<td>KCAL – DT</td>
<td>40</td>
<td>Music – 80’s</td>
</tr>
<tr>
<td>10</td>
<td>CHANNEL LIST</td>
<td>41</td>
<td>Music – Spanish</td>
</tr>
<tr>
<td>11.1</td>
<td>KTTV – DT</td>
<td>42</td>
<td>Music – Rock</td>
</tr>
<tr>
<td>11.2</td>
<td>FOX – DT</td>
<td>43</td>
<td>Music</td>
</tr>
<tr>
<td>13.1</td>
<td>KCOP – DT</td>
<td>44</td>
<td>Music</td>
</tr>
<tr>
<td>13.2</td>
<td>BOUNCE TV</td>
<td>45</td>
<td>Music – Rock</td>
</tr>
<tr>
<td>15.1</td>
<td>KCET</td>
<td>46</td>
<td>Music – Country</td>
</tr>
<tr>
<td>15.2</td>
<td>PBS SoCal</td>
<td>47</td>
<td>Music – Classical</td>
</tr>
<tr>
<td>15.3</td>
<td>LA 18</td>
<td>49.1</td>
<td>TLC</td>
</tr>
<tr>
<td>15.4</td>
<td>Univision (Spanish)</td>
<td>49.2</td>
<td>History Channel</td>
</tr>
<tr>
<td>15.5</td>
<td>TV6NONDE (French)</td>
<td>51.1</td>
<td>CNN</td>
</tr>
<tr>
<td>15.6</td>
<td>Current TV</td>
<td>51.2</td>
<td>FOX News</td>
</tr>
<tr>
<td>15.7</td>
<td>UC TV</td>
<td>53.1</td>
<td>CNBC</td>
</tr>
<tr>
<td>15.8</td>
<td>NASA TV</td>
<td>53.2</td>
<td>Food Network</td>
</tr>
<tr>
<td>17.1</td>
<td>Weather Channel</td>
<td>57.1</td>
<td>HLN</td>
</tr>
<tr>
<td>17.2</td>
<td>Bravo</td>
<td>57.2</td>
<td>C-SPAN</td>
</tr>
<tr>
<td>21.1</td>
<td>MTV</td>
<td>57.3</td>
<td>C-SPAN 2</td>
</tr>
<tr>
<td>21.2</td>
<td>VH1</td>
<td>57.4</td>
<td>MSNBC</td>
</tr>
<tr>
<td>23.1</td>
<td>MTV University</td>
<td>57.5</td>
<td>Bloomberg TV</td>
</tr>
<tr>
<td>23.2</td>
<td>MTV 2</td>
<td>57.6</td>
<td>Travel Channel</td>
</tr>
<tr>
<td>23.3</td>
<td>VH1 CLASSIC</td>
<td>57.7</td>
<td>AMC</td>
</tr>
<tr>
<td>23.4</td>
<td>FUSE MUSIC</td>
<td>59.1</td>
<td>USA</td>
</tr>
<tr>
<td>23.5</td>
<td>BET</td>
<td>59.2</td>
<td>A&amp;E</td>
</tr>
<tr>
<td>23.6</td>
<td>E!</td>
<td>61.1</td>
<td>TBS</td>
</tr>
</tbody>
</table>

Additional Channels:
- 61.2 TNT
- 63.1 National Geographic
- 63.2 ABC Family
- 65.1 SyFy Channel
- 65.2 FX
- 67.1 Spike TV
- 67.2 CMT
- 69.1 Cartoon Network
- 69.2 Nickelodeon
- 71.1 TV Land
- 71.2 Comedy Central
- 71.3 Game Show Network
- 71.4 Science Channel
- 71.5 Classic Arts
- 71.6 WE
- 71.7 TruTV
- 71.8 Lifetime
- 75.1 CBS Sports Net
- 75.2 ESPN U
- 75.3 NBC Sports
- 75.4 SPEED
- 75.6 University Channel
- 75.7 Channel List
- 75.8 N/A
- 77.1 NFL Network
- 77.2 Tennis Channel
- 79.1 ESPN
- 79.2 ESPN 2
- 81.1 FOX Sports West
- 81.2 FOX Sports West 2
- 83.1 ESPNews
- 83.2 Baby 1st TV
- 85.1 ESPN U
- 95 UCLA
- 99 AL-Jazeera TV