



FAQ'S

Visiting hours

We highly recommend you to visit between 8 am to 8 pm in a day because outside of this time range our doors are locked as patients are sleeping. But you are welcome to visit 24 hours a day. Please call us in advance for any after-hours visit to get access.

How do I know about the activities that are provided to the residents?

We work hard to provide individualized activities and many social programs to perfectly match the needs and capabilities of every resident. This results in a very strong impact on the healing process of the residents that are involved in any type of rehabilitation program. There are plenty of activities available while being in rehab like religious meetings, musical performances, fitness activists, singing exercises, trivia history, reading newspaper, games, stretching exercises, volunteer involvement and active resident councils. A monthly calendar is also given to residents so that they remain informed of all upcoming musical programs, dinners and many other special events. We also strongly encourage all families of the residents to participate in these activities as well because we welcome them with open art.

What role does Social Services play?

The social services team in our institute assist both families and residents during the transitional period. Not only this but they also provide manage the request, concerns, essential information and perfect planning plan for both care and discharge of the resident. They can also arrange various professional services like Power of Attorney, Podiatry, Dental, Vision, Individual therapy, Dementia assessment and Psychological evaluation.

How is the laundry done? Can family members take laundry home?

Do you wish to have your laundry washed by us? If yes, then please notify the office upon admission. Simultaneously, if a family member is going to take care of the laundry at home, then please let the nursing station know about it. With this, it would make easy for the staff by placing a sign on the clothing so that it can easily be picked by the family members. We strongly request the families that they must provide a hamper for clothes and pick twice in a week.

All of the clothing is washed in an industrial washing machine at a temperature of about



180 degrees. You have to make sure that your loved one clothing is suitable enough to bear this type of temperature. You have to avoid bringing clothing that requires warm or cold water, any special care or a chance to get damaged or faded. The clothing must be labelled so every clothing should be marked with a particular resident's name. The labelled should be marked clearly and in large letters on the waistband or the side neckline for proper view. The items like socks, shoes and all other personal items should also be marked.

What type of articles of clothing should we bring?

We highly recommend up to 5 clothing set for changing and a pair of rubber comfortable shoes. All of the articles should be properly washed away, clearly labelled with the name of resident on it with permanent ink and also enter it into the particular resident's personal inventory log on the medical chart. Besides, other personal items should be properly engraved and marked for identification. We highly advise all of our residents to not keep any sort of jewellery or a large amount of cash within them in the facility.

Is there any sort of limit on the number of people visiting the loved one?

We do not have any sort of formal policy that states that any sort visitation guidelines, but we do suggest you meet your loved ones in the common areas of the facility. If it is not possible for you to meet in the common area of the facility, then we can allow up to 3 people in the resident's room.

Is there any sort of private space available that we can use?

You could easily reserve the activity lounge for any sort of special events like dinner, lunch, birthday party or holiday with a notice.

Can the children visit the facility?

Yes, the children can visit, but we strongly advise to alert it to any nursing charge before if the child is below 12.

Can we bring our family pet to the facility along with us?

Yes, you can bring it with you, actually, we would love it as well but please make sure to properly clean the pet before bringing because safety measures are very important. The pets should be kept in the leash and should be given all of the current vaccines before bringing.



How often would a health professional or physician visits?

The physicians normally assess the residents upon admission and once after 30 days. Moreover, our nursing health professionals are in constant contact with the physicians regarding the health of a particular resident. There are some insurance departments that require physicians to visit more, so you can reach out to our nursing staff for more details.

Is it possible to take my loved one home with me?

Yes, you can take because the residents could have an absence leave but only with physicians authorization that could easily be arranged by the nursing staff. But on the arrival and departure, the resident or family member must sign leave of absence (LOA), that is been located at the nursing station.

Is it possible for my loved one to receive mail?

The mail is delivered to the residents personally on a daily basis personally, but not on holidays or weekends.

Riverwalk Post-Acute

Attn: _____ Room No. _____

4000 Harrison St

Riverside, CA 92503

You can consider using our [Send a Greeting](#) specification on the website. There you would get a variety of postcards to fill that you can easily choose and mail to your loved ones for only a small fee. You could also type any message through the email and send it to us. We would deliver that message to your loved one. The email feature is free of charge.

The smoking is permitted in the facility?

There are outdoor areas in the facility that are specially designated for smoking. But please ask our staff about it first, as they would let you know the allocated times for smoking in outdoor areas.

Where would I have to park my car when I come for a visit?

There is plenty of space in the parking lot even with wheelchair access. But please follow the posted city parking signs there to avoid any inconvenience. Also avoid parking in areas that are specially reserved for physicians, employees and handicapped.



Can I bring my loved one's favourite food with me?

Looking at the diet we give according to the health physicians, so it's better for you to consult with nursing staff first before being any sort of food to your loved ones. Any sort of food must be kept in the resident room with a properly sealed container.

Is there anyone in the facility who do haircuts?

Yes, there are hair beauticians present in our facility.

Would my loved one have a facility of television in the room?

In our facility, all of the rooms do feature free cable television. But if you like you can bring a television from home. But first please consult with the maintenance director in our facility, so that proper placement is insured according to the county's fire codes.

Would my loved one have access to the internet?

Yes, because WiFi internet is provided for the residents and all of their guests.

For how long time the rehab staff would work on my loved one?

The rehab director would inform you about all of the rehabilitation programs that is been designed for your loved one.

Would Medicare cover my stay in the institute?

The residents should have a Medicare card with then which reads "Hospital Insurance". They would also need to be admitted to the facility with any physician order, within the 30 consecutive days of hospital night stay. Usually, the first 20 days the Medicare would pay your 100%. But for the days from 21-100, a daily co-insurance would be required. Medicare would not cover any skilled nursing fees over the 100 days of a period.

Whom I have to talk about the food preferences? Is there any sort of alternate options available for the menu?

On admission, our registered food service director or the dietitian would interview your loved one about the social needs regarding the food. Our own food service would



prepare all the meals for you. We would make sure to take special care of you regarding food by providing flavourful and appetizing foods. All of the menus are created by the special medical diets that are according to the health physicians.

Whenever you wish for any other food item on any particular day's menu, you can easily make a CNA aware of the request. This information would be forwarded to the foodservice director and they would try their best to accommodate.

Our food services, dieticians and health physicians also regularly monitor the nutritional status by taking the lab data, daily records and checking status weight on a daily basis. Hence, the results of these assessments are some at the care conferences.

What do we have to do if we have personal concerns?

Our aim is that your loved one surely feels comfortable here and his/her needs are successfully being fulfilled. You definitely need to feel secure and at ease with our staff that would provide the best care to you. But even if you have any sort of concerns or praise for our staff, so you can feel free to contact our social services department. The department would try their best to solve any of your issues.

What is meant by an Ombudsman?

An Ombudsman is known to be a representative for the residents. They are called as a third party person that is not employed by the facility. They basically come to judge the facilities for the residents. They cannot tell the facility what to do but they certainly could be a voice for various residents that have any sort of concerns.

Who do I have to talk about questions related to admission, billing or finance?

Well, we employ a full-time business office manager for all the billing and financial concerns. If you get any sort of questions or queries in your mind regarding these matters, then you can easily make an appointment with our Business Office manager by easily contacting the receptionist.

The admissions coordinator would perfectly guide you through all the necessary forms that are required for admission, reviewing and the rules and knowing information about Medical, Medicare and various other insurances.

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