

# Welcome to Transitional Care

*M Health Fairview University of Minnesota Medical Center*

## What is transitional care?

Transitional care is a place where you can go for short-term therapy or medical care when you can't safely go home. The length of stay depends on your illness or injury. But the average stay is 10 to 14 days. When you are on the Transitional Care Unit (TCU), we will work with you to set up a care plan to support your individual needs. We ask that you take an active role in your care and recovery. Feel free to ask questions at any time.

## Important locations

- **Lounges** are located at the end of the East and West hallways.
- Both the East and West lounges have **public phones** for local calls. You'll need to use a calling card to make a long-distance call.
- The East lounge (room 436) has a **computer**.
- The **kitchen** is in room 442. You may **not** use this room while therapy groups are meeting.
- The **Prayer and Meditation Center** is at the end of the East wing in room 439.

## Medicines

Our pharmacist must review and approve any medicines you bring from home. If you wish to manage your own medicines, ask your care team if this is possible.

## Smoking

M Health Fairview is a **no smoking** campus. You will not be allowed to smoke during your stay on the TCU. We have products to help you avoid smoking. You can ask for them.

## Visitors

Visitors are welcome to come and see you during your stay. For your safety, the TCU is locked at night. Anyone who arrives during this time must use the intercom at the front door.

We sometimes restrict visitors for patient health and safety, per our *Visiting Patient Guest Policy*. If we need to limit your visitors, we'll tell you first so you know exactly who can and can't visit and why. You have the right to consent (allow) to see the visitors you name and the right to withdraw or deny consent at any time.

## Care team

We write the names of all your care team members on the board in your room. To speak with any member of your care team, ask your nurse or call 612-273-4561.

## Concerns or complaints

It's important to us that your experience is a positive one. Every patient has the right to voice a complaint in person or in writing, and to a prompt response and resolution.

If you have a concern, please contact any staff member. You can also file an anonymous (confidential) complaint with Patient Relations (call 612-672-1000) or any of the government agencies listed in your admissions packet.

If you submit a formal complaint, you will get a written response. If it takes longer than 7 days to resolve the complaint, we'll tell you in writing and give you an estimate of how long it will take to resolve it.

**M Health Fairview Grievance Office**  
M Health Fairview Patient Relations  
M Health Fairview University of Minnesota Medical  
Center  
C-320 Corporate Building  
2450 Riverside Avenue South  
Minneapolis, MN 55454  
Email: [patientrelations@fairview.org](mailto:patientrelations@fairview.org)  
Phone 612-672-1000  
Web: <https://mhealthfairview.org/patient-relations>

## Important phone numbers

- Nurse's station/charge nurse 612-273-4561
- Director of nursing 612-273-4195
- Social worker 612-273-3204
- Care coordinator 612-273-6672
- TCU Director 612-273-9199

## Bringing food into the TCU

Please check with the nurse about any food and beverage items before you bring them to the TCU.

- You may keep non-perishable food items in your room in a container with a lid or a sealed plastic bag.
- You must throw away any open non-perishable food items per the manufacturer's instructions.
- Keep any perishable foods in the patient/family fridge in the Leisure Room (R442) across from the nurse's station.
  - The food must be in a container with a lid or sealed plastic bag.
  - **Label the item with your room number and the date the item was placed in the fridge.** We'll throw away any item that is not labeled or not sealed. We'll also throw away anything that has been in the fridge for more than 3 days or in the freezer for more than 30 days. You can use the labels and pens in the Leisure Room.

## Salon and barber services

Ask your nurse for information about these services.

## Writing materials and stamps

Please let a staff person know if you need these items.

## Medicare and Medicaid benefits

### *How to use your Medicare benefits*

When you are admitted to the TCU, we'll check if your condition meets Medicare requirements for coverage. If you don't meet these requirements, you'll get a denial letter with information to appeal the decision. We'll assess your Medicare coverage weekly and inform you 48 hours before your last covered day.

### *How to use Medical Assistance (MA) benefits*

To apply for MA, you must contact the county where you live. Social Services can help you with this. When you apply, Hennepin County Human Services must approve your case. If you are approved, we'll automatically bill them for payment. You can call Hennepin County Human Services at 844-803-8466 with any questions.

## Disaster or emergency

Our staff is fully trained in emergency responses to disasters and other events. This training includes responses to fire, flooding, tornadoes and extreme weather, physical and biological hazards, and active threats. Please stay in your room if such events occur and follow staff orders. For more information on emergency readiness, contact the director of the TCU.

## Hennepin County Ombudsman

If you wish to contact the Hennepin County Ombudsman, please call 651-431-2548.

## Alzheimer's and dementia training

All TCU staff are trained yearly through the Learning Management System on Alzheimer's, dementia and cognitive impairment. Training topics include definitions, warning signs, medical concerns, ways to communicate and suggestions for interactions with patients displaying these impairments.