

# The Clinical Process

## At Rainbow



### The Admission Process

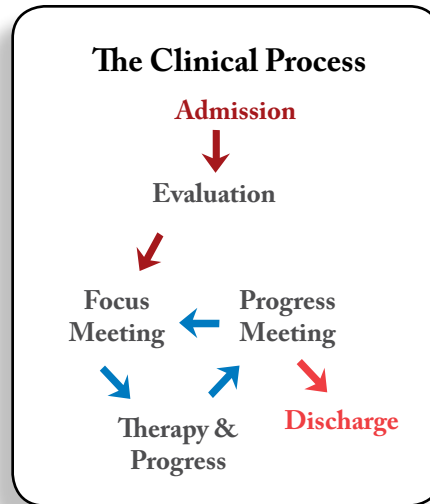
Our admission coordinators work to provide potential clients, loved ones and case managers with the information and resources they need. Often, the first step is an initial assessment, which is provided at no cost. This assessment helps us determine an individual's current status and is performed by a qualified coordinator. The assessment helps us determine the best fit into our programs and gives families and survivors necessary information for informed decision making. Based on the assessment, we will recommend facilities to tour including treatment centers, homes and/or apartments. These tours provide clients, families and case managers the ability to evaluate our programs and meet the staff.

Once a facility is chosen, we can assist with coordinating everything from durable medical equipment to medications to upcoming appointments. When the time for admission arrives, clients, families and case managers can be assured that our teams are prepared and our staff is fully knowledgeable. Our goal is to help provide peace of mind at a time when clients and families need it most.

### The Evaluation Process

Once an individual is admitted, the process of formal evaluation begins. Teams of therapists immediately begin to assess functional skills to determine needed therapeutic interventions.

### The Clinical Process



Next, the team holds a focus meeting to discuss and coordinate care, to set goals and to define functional, measurable short-term objectives. These goals and objectives comprise the plan of care—outlining the interventions to be utilized in therapy.

With the plan of care outlined, treatment continues, and case managers coordinate a mutually agreed upon time to hold the first progress meeting. This meeting provides the client, their loved ones and insurance company representatives with assessment results, a plan of care and a report on progress made since admission. This process continues routinely (weekly, monthly, quarterly or any interval needed) to ensure input is gathered, therapeutic intervention is successful and all parties are informed and have input into the process.

### The Discharge Process

The discharge process begins immediately upon admission. The treatment teams craft goals and objectives so clients can reach independence or achieve discharge goals.

### Communication

At Rainbow, we recognize that effective communication is a necessity and you'll see that philosophy at work during your first phone call. Our friendly receptionists will answer your questions and assist you with getting to the right people.

#### Case Management

To provide timely, effective and routine communication, every client is provided an internal case manager. These professionals work to ensure that care is coordinated, services are effective and they keep everyone informed. If needed, they also assist in coordinating physician appointments and help ensure that internal team members attend appointments (as needed) to provide the best possible continuity of care. When questions arise or problems occur, Rainbow case managers are available to assist.

#### "On Call" Professionals

Rainbow professionals are "on-call" (including evenings, weekends and holidays) to ensure our clients receive the best possible care. This includes program directors, mental health clinicians, nurses, a nurse practitioner, case managers, residential managers and respiratory therapists.

For inquiries or referrals:

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