

# PARKWAY MANOR HEALTH CENTER

## FAQ's

### GENERAL:

#### ***What is a skilled nursing facility?***

A skilled nursing facility provides skilled, or higher level, services by licensed professionals (i.e., restorative therapies, wound care, dressing changes, tube feedings), services that typically cannot be attended to in the person's home. In addition to skilled care, custodial care is also provided for those requiring ongoing supervision and assistance with activities of daily living (i.e., eating, bathing, walking, and toileting).

#### ***What should I bring with me?***

Parkway Manor provides furniture including a hospital bed, dresser, closet, and nightstand. All of our rooms are also equipped with free cable service and a 19"flat panel TV. We recommend the resident bring a small number of personal items to make the room feel more like home. A telephone jack is available should you wish phone service.

All residents get dressed daily so you will need 5 to 6 outfits, underclothing and sleepwear. Residents may wear the clothing they normally wear and find comfortable. Shoes are very important, especially if you will be attending therapy.

Please let our nursing staff know of any items or clothing that is brought in so they can be recorded in the chart.

#### ***What are the visiting hours?***

Visiting hours are daily from 8 a.m. to 8 p.m. seven days a week.

#### ***What amenities does Parkway Manor offer?***

Parkway Manor offers a wide array of services and amenities:

- ◆ Smoke Free Living Environment
- ◆ Hair & Beauty Salon
- ◆ Coffee station
- ◆ Flat Screen Televisions
- ◆ Library
- ◆ Activities & Special Events
- ◆ Birthday Parties
- ◆ Religious services
- ◆ Covered Patio & Garden Area
- ◆ Group outings and Trips
- ◆ Pet visiting
- ◆ Volunteer opportunities
- ◆ Continuum of care services
- ◆ On-site rehabilitation
- ◆ Spacious day rooms for socializing
- ◆ Elegant Dining Program
- ◆ Snoezelen Program
- ◆ Notary Services

***Can I go out for visits or outings with family?***

Yes. Outings are encouraged whenever possible.

***How do I schedule a haircut or beauty treatment?***

Parkway maintains a full service Hair & Beauty Salon for its residents. For your convenience the salon is open on Tuesdays and Thursdays. To make an appointment you can ask your nurse or contact the receptionist. Payment for services may be made through your personal needs allowance account, if applicable.

***What if I have a concern?***

We welcome anyone with a concern to contact us immediately. We ask you to follow these guidelines: First contact a staff member, if you are not satisfied we ask you to then contact the Unit Manager, then the Director of Nursing, then the Administrator, and if you are not satisfied, the Site Manager. The marquis on the wall behind the Security Desk when you enter the building provides this information. We also hold a Quarterly Family Forum during which you are invited to sit with the Administrators and Department Heads to discuss issues or suggestions you may have. If you are still concerned you may also contact the New Jersey Office of the Ombudsman for the Institutionalized Elderly, who acts as an advocate for the institutionalized elderly, or the New Jersey State Department of Health.

MEDICAL CARE:

***Will my own doctor take care of me?***

If your doctor has chosen to be on staff at Parkway Manor, he/she may continue to see you. If not, Parkway Manor works with many excellent doctors and will provide a list of doctors for you to choose from.

***What types of therapy services are offered?***

Parkway Manor offers on-site Physical, Occupational and Speech Therapies.

***What is the staffing ratio for direct caregivers?***

The State of New Jersey requires a certain ratio of caregivers to patients be maintained. Parkway Manor maintains a staffing ratio which exceeds the State's requirement, at all times.

***How will my pharmacy needs be handled?***

Parkway Manor has contracted with a pharmacy that specializes in serving the needs of healthcare facilities, and will provide you with all prescribed medications. We have specially trained staff to assist you in determining the insurance plan for your needs under the new Medicare D Program, if applicable.

DIETARY:

***What type of meals will I get?***

Our residents enjoy a variety of foods from a rotating four-week menu cycle. Our food service company specializes in providing top quality meats and produce to serve residents with an

