

How to choose a rehabilitation center that's right for you

Questions you should ask
to make the right choice



**Make the
right choice...
we did!**



One of the most important healthcare decisions you will have to make for yourself or for a family member is selecting a rehabilitation center that is right for you. Our goal is to make this process easier for you.

Take a few minutes to look through the questions on the following pages. The answers to these questions will provide the information you need to choose the high quality rehabilitation facility that best fits your needs.

Remember, you and your doctor should work together in selecting a physical rehabilitation provider. With this guide you will learn what is important in finding the best medical rehabilitation services available.

To find the rehabilitation center that is right for you, get the answers to these questions.

Is medical rehabilitation the primary business of the provider?

- Yes No

Notes: _____

Is the rehabilitation facility fully accredited by an independent organization such as CARF (The Commission on Accreditation of Rehabilitation Facilities)?

- Yes No

Notes: _____

Is the facility a local not-for-profit organization?

- Yes No

Notes: _____

Are there physicians on staff responsible for overseeing the therapy and care provided?

- Yes No

Notes: _____

Are the physicians at the facility board certified in rehabilitation medicine?

- Yes No

Notes: _____

Does the rehabilitation facility include a multidisciplinary team? Check all that apply:

- Board-certified Physicians
- Physical Therapists
- Occupational Therapists
- Speech-Language Pathologists
- Occupational Health Clinicians
- Psychological Services
- Early Childhood Intervention
- Gerontologists

Notes: _____



Does the rehabilitation center have multiple convenient locations that are close to home or work?

Yes No

Notes: _____

Does the facility provide easy access with convenient parking and full wheelchair accessibility?

Yes No

Notes: _____

Are there flexible or extended hours to accommodate patient schedules?

Yes No

Notes: _____

Does the facility participate in your insurance network?

Yes No

Notes: _____

Does the facility offer flexible payment plans?

Yes No

Notes: _____

Will the provider discount out-of-network services when their doctors or therapists are outside of a patient's healthcare plan?

Yes No

Notes: _____

Does the facility participate in government funded insurance plans including Medicare and Medicaid?

Yes No

Notes: _____

Is financial assistance or charity care available for patients who experience a catastrophic financial setback?

Yes No

Notes: _____



How long has the facility been operating in central Illinois?

- 1-5 Years
- 6-20 Years
- 21-34 Years
- 35 Years or more

Yes No

Notes: _____

Will *your* goals be included in the development of a treatment plan?

Yes No

Notes: _____

Are family members able to be present when treatment goals and progress are discussed?

Yes No

Notes: _____

Will you be seen by the same physician or therapist throughout the rehabilitation process?

Yes No

Notes: _____



Does the facility use only licensed professional staff with advanced training to ensure the best possible care?

Yes No

Notes: _____

Is the provider experienced in successfully treating patients with your condition(s) in terms of number of patients treated and years of experience ?

Yes No

Notes: _____

Does the facility have staff specially trained in therapies for all stages of life, from early childhood to senior services?

Yes No

Notes: _____

Does the facility offer individualized patient and family education that is beneficial to ongoing treatment and recovery, including a home program?

- Yes No

Notes: _____

Does the provider offer continuity of rehabilitative care from one level of therapy to another? Check all that apply:

- inpatient
 outpatient
 skilled nursing
 home care
 long-term care
 adult day care

Notes: _____

Are follow-up services including exercise classes, massage therapy and other therapies offered to help patients maintain the improvements they have made?

- Yes No

Notes: _____



Does the facility provide community education programs on prevention as well as treatment?

- Yes No

Notes: _____

Does the facility work with other community groups in providing education and support for chronic conditions (Alzheimer's Association, brain injury group, stroke support group and others)?

- Yes No

Notes: _____

Has the facility measured the effectiveness of its services using clinical outcomes and evidence based therapies?

- Yes No

Notes: _____

Has the facility measured its service efficiency (the number of visits and costs required to meet treatment goals)?

- Yes No

Notes: _____

Does the facility measure patient satisfaction both during the treatment and after discharge?

Yes No

Notes: _____

What new services and equipment has the provider introduced to this community?

Notes: _____



What specialty programs are available?

Check all that apply:

- Orthopedic Rehabilitation
- Balance Rehabilitation
- Vestibular Rehabilitation
- Pain Management
- Movement Disorders Programs
- Pool Therapy
- Occupational Health Services
- Women's Health Rehabilitation
- Driving Evaluations
- Low Vision Rehabilitation
- Acupuncture
- Memory Disorders (Dementia) Programs
- Wellness Programs
- Comprehensive muscle, bone and joint care
- Other

Notes: _____

Is information readily available through both a toll free number and on an informative website?

Yes No

Notes: _____

The goal of rehabilitation is to restore each individual to the most complete level of physical, cognitive, emotional, social and economic independence possible. Individuals should be given the skills needed to be active again and return to their daily activities at work, in school or during retirement.

By comparing the answers of various providers to the questions in this guide, we hope you will be able to select the rehabilitation facility that is right for you.

This decision guide is provided by



18 locations throughout Illinois

ipmr.org
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