



Eastern Oklahoma VA Healthcare Systems
Jack C. Montgomery VA Medical Center
1011 Honor Heights Drive
Inpatient Physical Rehabilitation Unit, 5 West
Muskogee, Ok 74401
*Phone: (918)577-4001

VISITING HOURS AND POLICIES

Visiting Hours

Patients who can do so are allowed to determine their own visiting hours in collaboration with the treatment team. For the rehab program, specifically, visiting between the hours of 8am-4pm Monday through Friday is discouraged due to the patient's required participation in therapy. The patient's family and/or caregivers can observe and participate during treatment hours for education and training purposes through coordination by a member of the treatment team.

Exceptions

For the health and well-being of a patient, the attending physician may limit, restrict or deny visitation. We apologize for any inconvenience when this occurs, and appreciate your understanding that it may be medically necessary.

Children

Children (any person not considered a legal adult or emancipated child) may visit patients at the discretion of the physician and/or nurse manager and they must be under the supervision of a responsible adult. Children may not remain overnight in a patient room.

NEW PATIENTS

Check-in or enroll for VA health care in the business office, located on the first floor.

INFORMATION DESK

Information desks are located at the south end of the medical center (referred to as the Doughboy entrance). Primary care, and the main Entrance (North end)

Patient and visitor parking

Reserved parking is available for patients, family and friends in lot 1; other lots available for patients are lots 3,4,5, and 13, and at the Hatbox Sports Complex. Shuttle services are available from the parking lots to the facility by calling 918-577-3764.

Shuttle Information

Shuttle service is available to and from the Tulsa Outpatient Clinic and departs the medical center at 9:30 a.m ,12:30 p.m., and 3pm Monday – Friday. The shuttle leaves from the Primary Care entrance. (Yellow team) (*See nurses station or social work for complete schedule)

Food and Beverages

Visitors may **not** bring food or beverages to patients without authorization from the physician or nurses.

ATM

An ATM is located just outside the Emergency Department in the Main Entrance of the Medical Center,

Clergy

Members of the Clergy are welcome to visit patients who are members of their religious group. VA chaplains are available and make visits on a regular basis or on request.

Patient Advocate

The medical center has patient advocates available, who are eager to help Veterans and/or caregivers with any concerns. Patients and/or caregivers may contact: 918-577-3211, 918-577-3711, or 918-577-3411

Smoking Policy

For the comfort and safety of our patients, smoking is only allowed in designated areas outside of the medical center. No smoking is allowed within 50 feet of the entrances. While on the rehab unit, it is requested that smoke breaks are taken at times that they don't interfere with scheduled therapies.

Designated smoking areas have been established to shield smokers from inclement weather.

- Smoking Area #1 is between the Yellow Primary Care Team (bldg 1) at the south end of the medical center and the library (bldg 22)
- Smoking area #2 is outside of the Bed Tower (bldg 53).

Cafeteria, Canteen, Starbucks- 1st Floor

The Cafeteria is open from 7:30am-2:30pm Monday through Friday.

The Canteen (PX) is open from 7am-4pm Monday through Friday and 9am-2pm on Saturdays and Sundays.

Starbucks is located on the first floor between the main entrance information desk and the elevators. Starbucks is open from 6:30am-3pm Monday through Friday.

Vending machines are in various locations throughout the Medical Center, including the 5th floor where Rehab is located.

Clothing

While on the unit, patients spend most of the day in therapy sessions. It is preferred that personal clothing is worn but some patients do wear VA pajamas. Rubber soled shoes are recommended. Patients will need their own grooming supplies such as toothbrush, denture adhesives, razor or electric razor, etc. If the weather is cold, outerwear is recommended.

A 5-day supply of clothing is recommended. Slippers are NOT recommended as they do not provide enough protection. Patients are also asked to bring any medical equipment that is used at home or in the hospital such as wheelchairs, walkers, etc. It is recommended that patients write their name on their personal equipment.

Cell Phones

Cell phones are welcome, but discretion is requested. During therapy times, cell phones should be turned off or on silent.

Patient Schedule

Monday through Friday

6am – Rise and Shine

7:15am – Breakfast

8:00am-Noon – Intensive Therapy

Noon-12:30pm – Lunch

12:30pm-1pm – Rest

1pm-4pm – Intensive Therapy

4pm-5pm – Rest/Visitation

5pm-6pm – Dinner/Visitation

6pm-8pm – Rest/Visitation/Free Time

Weekends/Holidays

7:15am – Breakfast

Noon – Lunch

5pm – Dinner

Weekend therapy is targeted on weekends and holidays in between meal times.

Family Involvement

A critical component of your treatment is family involvement. We encourage family members to become involved in the therapy process. Patient/Family conferences can be scheduled with team members to discuss concerns. A primary caregiver may need to be trained in the patients care before they return home. A spouse, parent, adult child or significant other can be a primary caregiver. Family/Caregiver training times may be scheduled as needed with the treatment team.

Lodging for female family members/caregivers

Haven House is a sanctuary for the female family members/caregivers of Veterans and is located approximately one mile from the medical center. Please see the Rehab Staff for information.

Community Re-entry Activities

Community re-entry activities allow patients to practice activities that allow them to function in the community. When needed, these activities will be scheduled by the treatment team and may include family members or caregivers as appropriate. Examples of community re-entry activities are going to a store to shop, restaurant to order a meal and eat, or practicing car transfers in the parking lot.

Transitional Living Room

If a patient is returning to an independent living situation, they may have the opportunity to practice living independently in the Transitional Living Room. The apartment has a small kitchen, bedroom, private bathroom with a roll-in shower accommodation, laundry room, and living room with cable television.

Call cords/lights are available in the bedroom, bathroom and living room. In the Transitional Living Room, patients can practice the skills learned during their rehab stay independently. However, if assistance is needed, the nurse call light can be used at any time.

Therapeutic Passes

Therapeutic passes are granted only for therapeutic reasons and as a part of the treatment program when appropriate. The patient and/or caregiver must complete a release form. This is required for legal reasons.

The purpose of the therapeutic pass is for a trial in the home setting and community to evaluate how the patient and/or caregiver can manage. This is an important part of re-integrating back into the community. A pass may be granted close to the end of a patient's rehab stay. A therapeutic pass form will be sent with the patient, containing a list of goals to work on. It is important for the patient and/or caregiver to complete the form and return it. From this form, the treatment team can identify any remaining issues that need to be addressed before discharge.

Discharge Information

The patient and/or caregiver's input will be included as the treatment team makes recommendations for discharge. Some key factors that affect discharge include:

- *Level of independence
- *Caregiver's ability to assist with care
- *Availability of services in your community
- *Demonstration of the patient's and/or caregivers understanding of education provided

Driving Directions

The Jack C. Montgomery VA Medical Center is located at 1011 Honor Heights Dr., Muskogee, Oklahoma near Honor Heights Park.

Directions from North:

South on Highway 69;

Right on W. Shawnee Street (0.5 miles)

Left on N. 40th Street (0.3 miles)

First Right on Buffalo Drive to Jack C Montgomery VAMC (0.1 miles)

Directions from South:

North on Highway 69

Left on W. Okmulgee (0.6 miles)

Right on Honor Heights Drive (0.9 miles)

Directions from East:

West on I-40

Right at Exit 286 to merge onto Muskogee Turnpike - toll road (19.4 miles)

Continue onto OK-165 N (3.1 miles)

Exit onto UE62W/E. Shawnee Ave toward Muskogee/Bacone College/NSU Muskogee.

Continue to follow E. Shawnee Ave (6.0 miles)

Left on N. 40th Street (0.3)

First Right on Buffalo Drive to Jack C Montgomery VAMC (0.1 miles)

Directions from West:

East on I-40

Exit onto 264B to merge onto UE69North toward Muskogee (23.6 miles)

Left on W. Okmulgee (0.6 miles)

Right on Honor Heights Drive (0.9 miles)