



WELCOME PACKET

ForestHillInfo@fhhcc.com
973-482-5000

Welcome to Forest Hill Healthcare Center

As experienced Healthcare Providers of Long Term Care and Rehabilitation, we understand the process you now face and the concerns you have regarding your loved one.

At Forest Hill Healthcare Center, the emphasis is on the individual, his/her immediate medical and social needs, and prospects for optimal rehabilitation, self-sufficiency and dignity.

Throughout your stay at this Facility, if you or your loved one has any questions or concerns, kindly direct them to the appropriate department and/or personnel. *Again, thank you for choosing Forest Hill Healthcare Center.*

Administrative Personnel- list of extensions

Dial 973-482-500 then follow prompt for desired extension

TITLE	NAME	EXTENSION
Administrator	George Mervine	2654
CEO	Dr. Richard Stefanacci	2654
Dir. of Nursing	Susan Suria	2452
Asst. Dir. of Nursing		5610
Dir. of Admissions	Norma Herrera	2686
Social Services	Amrita Pillay	5614
Dir. of Rehab	Abdul Jafiq / Cordelia Banks	5657
Business Office	Danette Saile	2040
Dir. of Activities	Dianne Hunte / Stella Dyer	5682
Dietary Services Dir.	Joann Medina	2206
Human Resources	Kecia Dickens	2214
Dir. Maintenance	Eddie La Torre	5670

****NOTE:** Visiting hours: **8am to 8pm** daily. Please be sure to see our Social Worker if you need special visiting hours. Thank you.

OUR MISSION STATEMENT

Forest Hill Healthcare Center will provide quality restorative and rehabilitation nursing care, pain management and palliative care to all its residents, maintaining, dignity, and freedom of choice. Resident preferences are of utmost importance and both residents and families will be supported in their choices.

VISION STATEMENT

Forest Hill Healthcare Center views itself as the leader in Post-Acute Care services in the City of Newark and the surrounding communities. Our goal is to provide our patients admitted to our Post Acute Care program the opportunity to return to a level that will enable you to function in your homes and avoid further hospitalizations. Forest Hill Healthcare Center will strive to be a leader in the provision of quality rehabilitation, restorative nursing services, pain management, and palliative care to the residents in our community.

The following information is available in this facility, daily during regular visiting hours: 8am-9pm.

- Any proposed change in ownership; the names and addresses of members of the governing body authority.
- Any changes of membership of the governing body authority, within 30 days of change.
- Policies and procedures regarding residents rights, obligations and prohibitions, as set forth in N.J.S.A 30;15-1 et seq.
- All waivers granted by the Department of Health.
- The names and addresses of any person, partnership, or corporation having an ownership interest in the facility.
- All records, reports, documents, policies, and procedures and manuals required by the standard of the Department of Health.
- A list of deficiencies from the last annual licensure inspection and certification survey report (if applicable) and the list of deficiencies from any valid complaint investigation during the past 12 months.
- A list of the facility's committees, including but not limited to: the Patient Care Policies, Evaluation, Pharmaceutical; Discharge Planning, and Infection Control committees and the membership, minutes and annual reports of each.
- Copies of the documents listed above shall be provided upon request within a reasonable time and at a reasonable charge, payable in advance.

FOREST HILL HEALTHCARE CENTER

RATE SCHEDULE:

Admissions for Long Term placement are available to both Private paying and Medicaid eligible residents. (the resident may need to be placed on a waiting list for Medicaid)

ROOM FEATURES:

- All Private Rooms offer a full bath
- Semi-Private accommodations, all have half baths
- Each unit is equipped with whirlpool tubs
- Each room is equipped with individually controlled heating/AC

RATES:

- Private Accommodations \$295.00/day*
- Semi-Private Accommodations \$265/day*

All fees are subject to change.

Residents who are paying privately are required to submit (1) month security deposit and (1) month payment before admission.

SEVICES INCLUDED IN DAILY RATES:

- 24 hour Nursing Care
- Room and Board
- Assistance with feeding and personal grooming
- Laundry

Additional Charges:

- Physician visits (reimbursable by Medicare)
- Prescription Medicine (Medicare Part 'D' needed)
- Speech, Physical and Occupational Therapy
- Beauty Parlor and Barber Shop
- X-ray and Laboratory services (reimbursable by Medicare)
- Dental Care
- Podiatry Care (reimbursable by Medicare)
- Special Equipment (may be reimbursable by Medicare Part B)
- Wheelchairs

State and Federal Law prohibits discrimination based on age, race, religion, sex, nationality, disability, or method of payment.

FOREST HILL HEALTHCARE CENTER

The following items and services are not included in the Medicare rate at Forest Hill Healthcare Center:

- *Physician's charges*
- *Private duty nurses arranged for by the Responsible Party*
- *Transportation*

**THE ABOVE CHARGES ARE AVAILABLE IN THE BUSINESS OFFICE
FOR REVIEW DURING BUSINESS OFFICE HOURS:
MONDAY – FRIDAY 8:30 AM – 4:30 PM**

ADDITIONAL PROFESSIONAL FEES (*applies to private pay*)

Speech Therapy	\$150.00 Evaluation / \$130.00 per treatment*
Physical Therapy	\$ 69.00 Evaluation / \$ 54.00 per treatment*
EKG	\$65.00*
Occupational Therapy	\$ 90.00 Evaluation / \$ 80.00 per treatment*
Oxygen	\$ 32.00*

*Fees subject to change

FOREST HILL HEALTHCARE CENTER

The following professional services are provided at no extra charge

RESIDENT ACTIVITIES:

Recreation programs based upon patient preferences are available seven days a week, including evenings 9am-8pm. Programs offered may include but not limited too; Catholic Mass, Ecumenical Services, exercise, games, dominoes, crafts, music listening & music therapy, cooking club, book club, bead art, calming coloring, parties, snack & chat, word building and trivia.

A variety of independent recreation options are also available such as word search, crossword, and sudoku puzzles, craft kits, magazines, books and coloring pages. Volunteer visitors are available for 1:1 visits and assistance with letter writing/reading, playing a game, other recreation needs, or conversation.

Join us in the 3rd Floor Recreation Room (across from the Dining Room) for evening programs including: Monday night bingo; Tuesday night bible study; Wednesday night Zumba; Thursday and Saturday movie nights; Friday night dinner and a show with live entertainment in our Dining Room. Join us, meet new friends and speed up your recovery by becoming an active part of the community again in all Recreation programs. Please see the Recreation Calendar posted in your room for complete list of programs.

SOCIAL SERVICES:

A Social Services Director is available to help meet the psychosocial needs of all residents. These services include but are not limited to:

- Coordinate with IDCP team to provide updates and address questions
- Helping family and resident to achieve optimum adjustment to illness and resulting disabilities
- Discharge planning to ensure a smooth transition back to the community
- Holding family support/discussion groups
- Helping resident to utilize community resources to meet individual needs during placement as well as after discharge.

FOREST HILL HEALTHCARE CENTER

ADMISSIONS POLICIES

1. As of May 1, 1993, all residents will be required to receive a two-step Mantoux test upon admission to the facility. The test is done to screen for tuberculosis. Since TB is on the rise we are attempting to protect our residents from the disease.
2. Effective immediately, all new admissions will be offered Pneumovac, a vaccination to prevent pneumonia. This is highly recommended for people over 65 years of age by the American Medical Society and The Surgeon General.
3. In the even a resident is transferred to the hospital, *THE REPOSIBLE PARTY* will be contacted by the Business Office regarding a **BED HOLD**.
4. Forest Hill Healthcare Center will provide quality restorative and rehabilitative nursing care, pain management and palliative care to all of its residents, maintaining dignity and freedom of choice. Resident preferences are of utmost importance and both residents and families will be supported in their choices.
5. Kindly note all discharges are scheduled between 8am-11am. Rooms must be vacated by 11am in order to allow our housekeeping staff to clean and prepare it for the next patient. We appreciate your cooperation.

ALCOHOLIC BEVERAGES:

Alcoholic beverages are prohibited unless prescribed by the physician and dispensed by the nurse in charge of the unit.

TELEPHONE SERVICES:

FHHC provides telephone services to long-term residents at the rate of \$15.00 per month and \$30.00 per month for short-term patients. If you are interested in connecting a phone line please contact the Business Office.

RESIDENT MAIL:

A resident mail (except for personal letters and cards) is automatically forwarded to the responsible party unless otherwise stipulated upon admission.

FOOD STORAGE:

All visitors should check with the Head Nurse if a resident is on a special diet prior to bringing food for any resident. Any food left for the resident must be kept in a sealable container. Refrigerator is available to store perishable items for the resident.

SMOKING:

*FOREST HILL HEALTHCARE CENTER IS A **SMOKE-FREE ENVIRONMENT**.* Striking of matches, lighters, or lighting of candles is strictly prohibited. Our smoke detectors are highly sensitive – this triggers our alarm system, which would then alert the fire department. Thank you for your cooperation.

CLOTHING / LAUNDRY SERVICE:

All clothing should be comfortable and machine washable. Items that must be dry-cleaned are not recommended. Any clothing articles brought to the facility upon admission or thereafter should be clearly marked by the family.

Laundry service is available. For the Facility to do laundry the fee is \$15.00/week. Please contact the Business Office to make arrangements and payment.

VALUABLES:

The Facility encourages that all valuables be retained by the responsible party. The Facility will NOT be responsible for any valuables or money left in a resident's room, although the facility will take reasonable care to insure the safety of the resident's property.

FURNITURE:

For the safety of our residents and their family members, we ask that you refrain from moving any furniture from their original placement. All furniture is strategically placed to help prevent accidents as well as maximizing our residents' living space. Kindly adhere to this rule, as all furniture that is moved will be placed back where it belongs.

DIETARY:

The dietary department prepares and serves meals in accordance with physicians' orders to meet daily caloric and nutritional allowances set forth by the Food & Drug Administration. An on-staff Registered Dietitian assesses all residents nutritional programs based on multi-cultural need. The dietician conducts monthly family wellness workshops on Diabetes and Congestive Heart Failure (CHF). A Certified Dietary Manager oversees all production and dining service. Forest Hill offers room-to-room breakfast service, weekly breakfast buffet, restaurant style dining areas, cocktail Monday, Wednesday dessert cart, Friday ice cream bar and summer BBQs.

BEAUTY PARLOR / BARBER:

The Parlor is open every Friday and appointments are made every Tuesday.
Payment must be made in advanced.

PARLOR PRICE LIST

MEN'S SERVICES	PRICE
Barber Cut	\$13.00
Shampoo	\$ 5.00
Barber Cut & Shampoo	\$18.00
WOMEN'S SERVICES	
Haircut	\$14.00
Shampoo & Set	\$16.00
Haircut, Shampoo & Set	\$30.00
Shampoo & Blow-Dry Curl	\$16.00
Haircut, Shampoo & Blow-Dry	\$30.00
Shampoo Only	\$ 5.00
Haircut & Shampoo Only	\$18.00
Color Tint-Includes Shampoo, Blow-Dry or Set	\$32.00
Haircut & Color Tint- Includes Shampoo, Blow-Dry or Set	\$46.00
Permanent-Standard-Includes Shampoo, Blow-Dry & Set	\$49.00
Conditioner	\$ 4.00
Rinse (color)	\$ 4.00
Hot Scalp Treatment	\$10.00
Medicated Product	\$ 4.00
Matted Hair (extra)	\$10.00
Long Hair charge	\$ 5.00
Re-Comb	\$ 7.00