

Rehabilitation Services Scope of Services

Driscoll Children's Hospital (DCH) Outpatient Rehabilitation Services provides medically based rehabilitation services to infants, children and adolescents from birth through 21 years of age. The children we see at DCH Rehabilitation Services have, or are suspected to have, impairment in the ability to communicate, difficulty in engaging in activities of daily living, impaired mobility, functional limitations due to pain, impairments in feeding or swallowing, or hearing difficulties. Additionally, DCH employees, volunteers and medical staff may be seen in the DCH Outpatient Rehabilitation Department. DCH Rehabilitation provides services to all that are referred to our setting who qualify for care and we do not discriminate due to culture, age, gender, gender identity, sexual orientation, spiritual beliefs, socioeconomic status or language spoken.

The intensity and frequency of rehabilitation services is based on the individual needs of the patient. Rehabilitation services will be offered as long as treatment results in functional progress. Services are provided by a licensed therapist, audiologist or hearing aid dispenser under the direction of referring Licensed Independent Practitioner. When needed, the Rehabilitation Medical Director is available for further support through consultation with the treating clinician.

Our primary service location is on the main campus of Driscoll Children's Hospital. Multidisciplinary services are available at the primary service location. The clinic is open Monday through Friday, from 7am to 6pm. Our Outpatient Rehabilitation program is closed on major holidays.

Driscoll Children's Hospital
3533 S. Alameda St
Corpus Christi, Texas 78411

Services are also provided by single disciplines, on a limited basis, in the Rio Grande Valley DCH Specialty Clinics. Services provided in these clinics are those services not otherwise available or to support a DCH Specialty Physician (e.g. neuromuscular patients with pediatric neurology, craniofacial patients with plastic surgery, pelvic floor patients with pediatric urology).

Driscoll Children's Medical Plaza
1120 E Ridge Road Suite 220
McAllen, TX 78503

Driscoll Children's Specialty Center - Brownsville
5500 N. Expressway
Brownsville, TX 78526

Driscoll Children's Specialty Center – Laredo
7210 McPhearson Rd., Building A, Suite 104
Laredo, Texas 78045

A+ Audiology
1914 E. Griffon Parkway
Mission, TX 78572

DCH Rehabilitation also provides rehabilitation labor resources to DCH clinical programs external to the CARF accredited outpatient rehabilitation program (e.g. high risk clinic- Corpus Christi, high risk clinic-Laredo).

Entry criteria:

DCH Outpatient Rehabilitation Services provides therapy to a wide range of patients with congenital or acquired conditions that result in childhood disability. Children that receive our services are medically stable and must be referred to our services by a primary care or specialty physician or other licensed independent practitioner (i.e. PA, NP). Each patient requires a valid prescription and payment authorization as determined by their respective insurance provider. In the event that funding for services is not in place, referral is made to our financial counseling department where we have staff to assist in matching patients to any possible funding sources. Additionally, significant prompt pay discounts are available for the uninsured as well as for out of pocket expenses for the insured.

Children referred for care at DCH Rehabilitation Services will undergo an evaluation by a therapist or audiologist and should have an impairment, diagnosis, condition, syndrome, disorder or disability resulting in a physical, speech, swallowing/feeding or hearing restriction and/or functional limitation. The disability may be acute or chronic in nature. Children are also referred to DCH Rehabilitation Services to rule out the presence of a functional limitation (e.g. hearing loss).

When follow up care is recommended (recurring therapy or intervention for a hearing loss), a recommendation for the follow up care is made to the referring practitioner. Once documentation from the referring provider is obtained, if needed and financial arrangements are made with the payer source or the family, recurring therapy / follow up care is initiated.

A child enrolled in rehabilitation services may have a psychological or behavioral component that is expressed through inappropriate behavior; we work with those children who are able to benefit from the intervention. Our purpose is not to treat the psychological or behavioral disorder, but the underlying functional deficits that may or may not be contributing to the behavioral problems or co-exist with a psychological condition. Therapists work in coordination with mental health practitioners when addressing these problems. It is up to the discretion of the treating therapist to determine if therapy interventions can be effectively delivered.

The child enrolled in a medical rehabilitation therapy program must be able to participate to a meaningful degree toward the goals established by the treating clinician.

At DCH Outpatient Rehabilitation we work with children from a variety of social and cultural backgrounds. We seek awareness of cultural differences so that we can effectively implement the indicated therapeutic interventions in a manner comfortable to the patient and family.

For all children, we work to ensure care is delivered in such a way that the child and family are free from humiliation and are included in decisions regarding the delivery of care.

Upon completion of the initial evaluation, treatment recommendations to include frequency and duration of therapy, if not already determined by referring provider, will be determined and discussed with family and referring provider. The rehabilitation team will tailor the rehabilitation program to the individual needs of the child.

The service delivery frequency and plan may vary depending on the needs of the child.

Discharge Criteria:

Patients may be discharged from DCH Rehabilitation Services for various reasons to include the following:

- Successful completion of treatment goals
- Maximum level of function has been achieved

- Patient has made limited or no progress within a reasonable time period
- Non-adherence to attendance agreement
- At patient/family's request
- Child's inability to benefit from therapy due to:
 - Poor participation
 - Significant medical decline

Transition Criteria:

Patients may be transitioned to receive therapy services in another setting. Upon discharge from DCH Rehabilitation, patients may transition to their school, home health and/or community programs. Reasons for transition may include the following:

- Patient no longer requires medically based rehabilitation
- Child may benefit from remaining in a home environment
- Non-adherence to attendance agreement
- At patient/family's request

Physical Therapy Services:

Physical Therapists and Physical Therapist Assistants assist patients to develop, maintain and restore overall functional ability by improving gross motor skills, strength, balance, movement patterns, flexibility, postural control and coordination. Physical Therapy is provided to patients recovering from injuries and/or developmental disabilities and those that have neurodevelopmental or musculoskeletal disorders.

Evaluation and treatment services may include:

- Gross motor development
- Seating and wheeled mobility
- Infant / developmental orthopedics
- Sensory-integration
- Pre-gait and gait training
- Aquatics
- Serial casting
- Transitional orthotics
- Sports rehabilitation
- Vestibular rehabilitation
- Pelvic floor rehabilitation
- Thermal and electrical modalities
- Determination of Durable Medical Equipment (DME) needs / adaptive equipment needs

Single discipline services provided in satellite locations to support specialty physicians:

- Neuromuscular / Muscular Dystrophy Association Clinic consultations in Corpus Christi and Brownsville
- Durable Medical Equipment evaluations in Brownsville
- Pelvic Floor Rehabilitation in McAllen and Laredo

Occupational Therapy Services:

Occupational Therapists and Certified Occupational Therapist Assistants help children acquire and successfully perform activities of daily living and self care. The occupational therapy focus is helping children achieve independence in their lives.

Evaluation and treatment services may include:

- Fine and gross motor development
- Functional play
- Activities of daily living (eating, dressing, hygiene, toileting and play)
- Sensory-integration
- Perceptual skills training
- Visual motor skills training
- Aquatics
- Serial casting
- Upper extremity orthotics
- Upper extremity orthopedics
- Hand function
- Therapeutic listening
- Adaptive equipment needs
- Assistive technology

Speech-Language Pathology Services:

Speech Language Pathologists evaluate and treat children with disorders of communication and swallowing. Therapy is provided to facilitate improvement speech, language, voice, feeding and swallowing problems. The speech-language pathology focus is help children achieve their potential and participate fully within their community setting.

Evaluation and treatment services may address the following:

- Communication skills
- Pre-linguistic/cognitive skills
- Speech and language development disorders
- Fluency disorders
- Voice disorders
- Augmentative/alternative communication
- Oral motor disorder
- Feeding and swallowing disorders
- Social language
- Vital stimulation therapy
- Expressive communication
- Auditory comprehension
- Cranio-facial anomalies
- Pure tone hearing screening
- Aural rehabilitation

Single discipline services provided in satellite locations to support specialty physicians:

- Cranio-facial services in McAllen

Audiology Services:

Audiologists conduct diagnostic testing for hearing loss and auditory processing disorders. The audiologists also dispense hearing aids, provide hearing protection support and support cochlear implants.

Services are provided at the main Driscoll campus in Corpus Christi and Mission, TX include the following:

- Hearing testing
- Hearing aid dispensing and support
- Bone conduction hearing aid dispensing and support
- Cochlear Implant programming and management
- Newborn hearing screening

- Auditory Brainstem Response testing (under natural sleep only at the Mission, TX location)

Tele-therapy Services:

Due to the COVID-19 pandemic, Driscoll Children's Rehabilitation Services has developed and deployed a telehealth solution to adhere to Centers for Disease Control and Prevention (CDC) and state mandated guidelines. Our goal is to continue providing quality physical, occupational, and speech therapy treatments in a safe and easily accessible manner in the comfort and safety of their own home.

Financial Arrangements:

DCH Rehabilitation services are billed to most commercial insurance providers, traditional and managed Medicaid. Financial counseling is available to assist the family in investigating all options for coverage of medically necessary rehabilitation services.

- **Prompt Payment Discount for Self Pay Patients:**

If evaluations and treatment are not authorized by insurance providers or if no coverage is found through the financial counseling process, DCH has a standardized process for administering prompt pay discounts to self pay patients; this policy is consistent with Driscoll Children's Hospital Mission, Vision and Values to offer services to all patients, regardless of their ability to pay.

- **Prompt Payment Discount for the Insured Patient:**

In addition to the prompt payment discount for the self pay patient, DCH continues to meet the needs of the community we serve by offering a prompt pay payment for the insured as allowed by the individual commercial plans. For all out of pocket expenses that are incurred by DCH patients, payment within 30 days results in a significant financial discount.

Plan of Care Conference:

As a component of the Driscoll Children's Hospital Medical Rehabilitation program, the DCH Medical Director consults with Rehabilitation Staff members on multi discipline and/or complex cases. Cases are selected and reviewed monthly for review with the Medical Director for input, recommendations and oversight of the provision of therapy services. Barriers to progress are also identified at this meeting and the Rehabilitation Care Planner works with therapists and families to assist in the removal of those barriers to progress.

Care Coordination:

Each patient who is a recurring patient is assigned a care coordinator. If the patient is seen by a single discipline, the primary therapist is the care coordinator. If the patient is a multi-discipline patient or a complex case, the care coordinator is determined by the treatment team and may be one of the clinicians or the Rehabilitation Care Planner. The role of the care coordinator is to provide a point person for the family in the event of questions / concerns and to assist the family with problem solving and care planning as needed.

Support Systems:

DCH Rehabilitation Services believes that the best outcomes are achieved when rehabilitation does not occur in isolation; but when a child's support network is engaged in programming. We work to ensure an open line of communication the child's community to include: school, preschool, athletics and the home environment. We seek permission when appropriate to communicate with people important to the progress of the child.

Interdisciplinary Services

Cleft Palate Team:

This team meets every other month to conference children that have been referred to speech-language pathology and audiology by the DCH Plastic Surgeons and ENT. The team is led by Kevin Hopkins, MD, plastic and reconstructive surgeon. Additional members of the team include Vanessa Dimas, MD, plastic and reconstructive surgeon, dental

providers, speech-language pathologists, audiologists, social worker, rehabilitation care planner and registered nurses. This team discusses the status of current treatment, if referrals are needed to other specialists, upcoming surgeries and recommendations for patients.

Cochlear Implant Team:

This team meets every other month to conference children that have been identified as possible cochlear implant candidates through a variety of sources. Cochlear implants are surgically implantable devices designed with the goal of providing sound detection and speech recognition for people who receive little or no benefit from hearing aids. The members of this team include ENT surgeon, audiologist, psychologist, rehab care planner, speech-language pathologists and social work. This team discusses progress updates on patients that have already received a cochlear implant and any further recommendations. This team will also determine candidacy for cochlear implantation of children that have been identified as possible candidates.

Muscular Dystrophy Association Clinic:

This team of pediatric neurologists, physical therapists, DME providers, social workers and other medical specialists meet every other month to provide periodic assessment and intervention to patients diagnosed with a neuromuscular disorder. Physical therapists are in the clinic to provide functional screenings and make recommendations for follow up care and equipment.

Rise school:

Through an agreement between Driscoll Children's Hospital and the Rise School of Corpus Christi, the rehabilitation staff from Driscoll Children's Hospital provide Physical Therapy, Occupational Therapy and Speech Pathology services to the children enrolled in the Rise School. The therapy provided is educationally based and is designed to support the child in the educational setting.

Services through referral:

DCH Rehabilitation will support the family in obtaining services not available through DCH Outpatient Rehabilitation Services. That support may be information provided by the clinician or additional support provided through our Rehabilitation Care Planner. Such services may include:

- Orthotics / Prosthetics
- Ophthalmology
- Social Services support
- Specialty Physician information
- Psychologist / Counseling
- Other services as needed.