

## FAQ

### **Q: What is the relationship between American HealthCare, LLC, and Heritage Hall Healthcare and Rehabilitation?**

A: American HealthCare, LLC is the management company for Heritage Hall Healthcare and Rehabilitation Centers throughout Virginia.

### **Q: How many Heritage Hall facilities are there?**

A: There are 16 Heritage Hall facilities located throughout Virginia.

### **Q: Where are Heritage Hall Nursing and Rehabilitation facilities located?**

A: Heritage Hall facilities are located in:

- Big Stone Gap
- Blacksburg
- Blackstone
- Brookneal
- Clintwood
- Dillwyn
- Front Royal
- Grundy
- King George
- Laurel Meadows
- Leesburg
- Lexington
- Nassawadox
- Tazewell
- Virginia Beach
- Wise

### **Q: What distinguishes Heritage Hall Nursing and Rehabilitation facilities from other acute care providers?**

A: American Healthcare opened the first Heritage Hall more than 30 years ago with a simple vision to provide great quality care in a friendly family environment.

### **Q: What types of therapy services does Heritage Hall offer?**

A: Heritage Hall offers a full range of physical, occupational and speech therapies. Heritage Hall also offers lymphedema therapy and in some facilities, VitalStim therapy. Physicians, in consultation with the center's licensed therapy staff, develop rehabilitation programs built on its Recovery Bridge™ program.

### **Q: How many physicians, therapists and staff provide care at Heritage Hall Nursing and Rehabilitation?**

A: 2,000 staff members provide care to Heritage Hall patients and residents.

### **Q: How many patients and residents does Heritage Hall serve?**

A: Heritage Hall serves 1,550 patients and residents in its 16 facilities.

**Q: What are the different levels of care available from Heritage Hall?**

A: Heritage Hall facilities provide skilled nursing and rehabilitation care for those who are recovering from illness, injury or surgery and those who need medical support and supervision that can no longer be provided at home. To see what each facility offers please visit their page.

**Q: What skills do you emphasize in short-term care?**

A: We stress basic daily living skills. They include eating, dressing, bathing, toileting, grooming and going from sitting to standing.

**Q: What therapies do short-term patients receive?**

A: Patients go through highly interactive therapies that enhance their recovery process, such as:

- Physical therapy - Increases mobility and relieves pain
- Speech therapy - Treats speech and swallowing disorders following a stroke
- Occupational therapy - Improves a patient's ability to perform daily living skills.

**Q: Does admission into a nursing home require a physician's order?**

A: Admission to a nursing home does not always require a physician's order, but the order is a condition of payment for Medicare or Medicaid. Respite care could be provided and paid for privately without a physician's order. Families usually work with their doctor to decide the right time to admit a loved one to a nursing home. Several factors—including age, diagnosis, medical history and abilities of the primary caregiver—play a part in that decision. Other times, the patient is admitted to a nursing home following a hospital stay. Ultimately, though, the decision to enter a nursing home lies with the patient and the family.

**Q: Are therapy services covered under Medicare?**

A: Therapy services are covered under Medicare if all eligibility and coverage requirements have been met.