A Guidebook for Outpatient Rehabilitation
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## INFORMATION

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A Message from the Chairman

On behalf of all the staff at the Center for Orthopedics & Rehabilitation at NewYork-Presbyterian Queens, we would like to welcome you and thank you for choosing us for your outpatient rehabilitation.

Our occupational therapists, physical therapists, and speech pathologists are committed to providing excellent patient care and to creating a rehabilitation environment that fully supports the healing and recovery of all our patients. The skill and expertise of our staff combined with their understanding, kindness and compassion, result in an unparalleled level of care.

We are committed to keeping you informed and helping you become an active partner in developing and meeting the goals of your rehabilitative care. This guidebook is intended to be used as a resource prior to and during your rehabilitation to help make your experience at NewYork-Presbyterian Queens pleasant and your road to recovery more effective.

The center of our focus is on YOU and a successful recovery because that is what defines our success. We hope that as you come to know us, you will see the passion and dedication that underscores everything we do.

Sincerely,

Jeffrey E. Rosen, MD
Chairman
Department of Orthopedics & Rehabilitation

NewYork-Presbyterian Queens Knee and Hip Joint Replacement Program has earned The Joint Commission’s Gold Seal of Approval®
What to Expect at Your First Visit

When you come in for your first visit, you will be greeted by the front desk staff and asked to complete all the necessary information required for your initial evaluation, including:

- Referral from your doctor
- Insurance information
- Photo identification
- Demographic information

Upon completion of the paperwork, you will be escorted to a private room so you may be evaluated by one of our skilled licensed therapists.

One of our occupational therapists, physical therapists, and/or speech pathologists will complete a thorough evaluation, answer any questions or concerns you may have, and work with you to establish:

- Rehabilitation goals
- Plan of care for the best possible outcome
- Home exercise program

If it is determined that you should require follow-up visits, the therapist will discuss:

- Future treatment sessions
- Estimation of how long you may require skilled therapy services
Scheduling Your Appointments

Insurance
Our front desk will ask for your insurance card on your first visit. While they may not ask at every session, please bring your card to all follow-up appointments.

Depending on your insurance plan, your plan of care may require certification from your referring doctor and/or authorization for further therapy as time goes on.

Please be sure to notify the front desk of any insurance changes to avoid potential billing issues.

Appointments
Appointments are scheduled based on the recommendation of your therapist. Appointments can be made in person at the front desk or by calling our call center.

- To schedule an Occupational Therapy and Physical Therapy appointment at:
  - Fresh Meadows or Flushing (Main Campus), please call 1-855-37REHAB (73422)
  - Jackson Heights, please call 1-844-REHAB01 (734-2201)

- To schedule a Speech Language Pathology and Swallowing appointment please call 1-855-37REHAB (73422)

If you are unable to keep your appointment, please call the office at least 24 hours prior to your appointment to cancel and/or reschedule so the therapist may accommodate other patients. If you have had to cancel multiple appointments, you may need to be re-evaluated by your doctor prior to making any further follow-up appointments.

Please be sure to be on time for your appointments to allow your therapist adequate time to treat you. If you are running late, please contact our front desk so that we can confirm with your therapist that there is still enough time to accommodate your treatment.

Change in Medical or Surgical History
Please inform us of any changes in your medical history. If you are admitted to the hospital or experience a fall/injury, you will be asked to obtain clearance from your doctor to continue therapy services. This allows the therapist to be able to treat you in a safe and effective manner.

If you have received a surgical procedure, please inform us and obtain clearance from your doctor prior to continuing with therapy services.
Preparing for Your Therapy Sessions

What Clothing to Wear
Dress in loose, comfortable, and appropriate attire for therapy treatment. Please keep body parts that require treatment exposed and discuss with your therapist if there are any concerns.

Proper Hygiene
To maintain a clean and safe environment for the staff and patients, we ask all patients to wash their hands before and after every treatment session. Hand sanitizer is provided throughout our treatment facility which may also be used. Please notify our staff if you have any new open wounds or new injuries.

Patient Translation Services
We offer our patients translation services in all languages. Please speak with our staff to discuss this service.

Patient Privacy
We value the privacy and comfort of all our patients. Please do not hesitate to let us know if you have any special requests or concerns.
Outpatient Rehabilitation Services We Provide

**Occupational Therapy** — Our occupational therapists focus on the treatment and rehabilitation of the upper extremity to improve movement, strength, fine motor skills and functional use for daily activities.

**Physical Therapy** — Our physical therapy team is skilled in the assessment and treatment of musculoskeletal, neurological and vestibular dysfunction that affect an individual’s ability to participate in daily activities, movement and functional mobility.

**Speech Language Pathology and Swallowing** — Our licensed and certified speech language pathologists and board-certified swallowing specialists provide diagnostic assessment and therapeutic intervention for a wide range of diseases and conditions that affect communication and swallowing.
Hand Rehabilitation – Injuries to the hand, elbow, wrist and shoulder are common and can affect independence. Our skilled therapists can help you regain function and improve your overall quality of life.

Lymphedema Rehabilitation – Lymphedema is excessive swelling of a body part. Although lymphedema is a progressive disease, it can usually be managed by receiving the appropriate care and therapy.

Neurological Rehabilitation – Neurological rehabilitation is a comprehensive program providing occupational therapy, physical therapy, speech pathology, and swallowing intervention in one centralized location. Our dedicated team of specialists work with each patient to develop a specific plan of care to fully maximize a patient’s potential to improve their functional capacity.

Sports Medicine Rehabilitation – Our physical therapists have the background and experience to treat all professional and non-professional sports injuries and have specialized training in manual therapy.

Vestibular Rehabilitation – Vestibular Rehabilitation is a program designed to help control symptoms and increase function of patients suffering from inner ear and balance disorders.

Adult Swallowing – Speech pathologists are part of a comprehensive team of interdisciplinary medical specialists that provide skilled intervention to the patient with swallowing impairment.

Pediatric Feeding and Swallowing – Our licensed clinicians are specially trained to evaluate and treat infants and children that have feeding and swallowing difficulties.

Adult Speech and Language – Speech pathologists provide assessment and treatment for speech, language and cognitive-language impairment following stroke, head injury and progressive neuromuscular / neurodegenerative diseases.

Fall Prevention – Falls are one of the leading causes of injury, and even death, in the elderly. Our therapists work with their patients to help them understand fall risks and to help increase prevention of a fall.
Occupational Therapy

Occupational therapists are licensed clinicians who utilize therapeutic approaches to help patients of all ages improve their ability to independently participate in activities at home, work, or leisure. Through hands-on treatment, an appropriate exercise regimen, modalities (such as electrical stimulation, hot pack, cold pack, ultrasound, paraffin or fluidotherapy) and a home program, the patient will regain strength, movement and overall function.

Common Conditions Treated
- Arthritis
- Burns
- Complex regional pain syndrome
- Dislocations
- Fractures
- Ligament injuries
- Lymphedema
- Joint replacements
- Nerve and sensory injuries
- Sprains/strains/trauma
- Stroke
- Tendon injuries
- Tendonitis and overuse injuries
- Upper body injuries and pain

Occupational Therapy Treatments
- Adaptive equipment assessments
- Coordination retraining
- Daily living activities retraining
- Edema management
- Energy conservation techniques
- Ergonomic or injury prevention training
- Fine motor activities
- Functional training
- Manual therapy
- Orthosis fabrication
- Post-surgical care
- Sensory education
- Therapeutic exercises

To schedule appointments for Occupational Therapy at:
- Fresh Meadows or Flushing (Main Campus), please call 1-855-37REHAB (73422)
- Jackson Heights please call 1-844-REHAB01 (734-2201)
Physical Therapy

Outpatient physical therapy was developed to help patients with a wide variety of rehabilitative needs. Each patient receives a comprehensive initial assessment with home exercises provided. Our dedicated staff works with each patient to develop a specific plan of care. This includes helping patients return to work, setting guidelines for recreational activities and fully maximizing a patient’s potential to improve their functional capacity.

**Common Conditions Treated**
- Amputations
- Arthritis
- Cervical pain
- Fibromyalgia
- Geriatric
- Joint pain
- Joint replacements
- Low back pain
- Lymphedema
- Neurological disorders
- Parkinson’s disease
- Post-surgical care
- Rheumatoid arthritis
- Spinal cord injuries
- Sports injuries
- Stroke
- Tendon repairs
- Traumatic brain injury
- Upper and lower body injuries and pain
- Vestibular disorders

**Physical Therapy Treatments**
- Active Release Techniques (ART)
- Balance training
- Electrical stimulation
- Ergonomic training
- Gait and stair training
- Kinesio taping
- Manual therapeutic techniques
- Moist hot packs and cold packs
- Neurological re-education
- Paraffin
- Postural re-education
- Soft tissue and joint mobilization
- Therapeutic exercise
- Ultrasound

To schedule appointments for Physical Therapy at:
- Fresh Meadows or Flushing (Main Campus), please call 1-855-37REHAB (73422)
- Jackson Heights please call 1-844-REHAB01 (734-2201)
Speech Language Pathology and Swallowing

Our licensed and certified speech language pathologists and board-certified swallowing specialists provide diagnostic assessment and therapeutic intervention for a wide range of diseases and conditions that affect communication and swallowing. Using state-of-the-art, evidenced based assessment and treatment techniques, patients are evaluated and treated for impairments in swallowing or dysphagia, speech, voice, receptive and expressive language, and cognitive-linguistic function. Patients are evaluated using both radiological and endoscopic instrumental swallowing tools.

Common Causes of Communication and Swallowing Problems

- Neurological causes such as stroke, Amyotrophic Lateral Sclerosis (ALS), Parkinson’s disease, Multiple Sclerosis and dementia
- Respiratory diseases such as Chronic Obstructive Pulmonary Disease (COPD)
- Traumatic brain injury
- Infectious and inflammatory causes such as acid reflux and/or viral conditions
- Structural abnormalities such as diverticula, esophageal stricture, tumor, or post cervical spine surgery
- Medication-induced abnormalities related to antipsychotics, muscle relaxants, or anticholinergics
- Oral, pharyngeal, and laryngeal cancer

To schedule appointments for Speech Language Pathology and Swallowing at:
- Flushing (Main Campus), please call 1-855-37REHAB (73422)
An injury to the upper extremity (hand, elbow, wrist and shoulder) can occur from a wide variety of causes including a fall, trauma or over-use.

At NewYork-Presbyterian Queens, we offer outpatient hand rehabilitation for patients of all ages. Our skilled certified hand therapists and occupational therapists focus on specialized treatment for diagnoses ranging from traumatic hand injuries and repetitive stress injuries, to more chronic hand conditions.

Common Conditions Treated
- Brachial plexus injuries
- Burns
- Carpal tunnel syndrome
- Dislocations and fractures
- Ligament and tendon injuries
- Joint replacements
- Nerve injuries
- Sensation impairments
- Sprains/strains
- Stroke
- Trauma of bones or joints

Hand Rehabilitation Treatments
- Adaptive equipment assessments
- Daily living activities retraining
- Edema management
- Ergonomic or injury prevention
- Fine motor and dexterity activities
- Orthosis fabrication/casting
- Manual therapy
- Modalities
- Scar management
- Sensory education
- Therapeutic exercise
- Work hardening
- Wound care

To schedule appointments for Hand Rehabilitation at:
- Fresh Meadows or Flushing (Main Campus), please call 1-855-37REHAB (73422)
- Jackson Heights please call 1-844-REHAB01 (734-2201)
Lymphedema Rehabilitation

At NewYork-Presbyterian Queens, we offer lymphedema rehabilitation using a complete decongestive treatment technique to decrease a patient’s swelling. Our certified lymphedema therapists have extensive training and work closely with the patient and doctor to develop an individualized treatment plan.

Signs and Symptoms
- Clothes and jewelry feel tighter
- Increase in size of a body part
- Recurrent infection
- Skin feels hard, tight or stretched
- Swelling not resolved by elevation or medication

Common Conditions Treated
- Breast cancer
- Congenital or hereditary conditions
- Fibrosis of the skin
- Mastectomy
- Surgeries

Benefits
- Decrease risk of infection
- Improve cosmesis
- Improve mobility and strength
- Improve range of motion
- Maximize functional use of body
- Reduce pain
- Reduce swelling of affected areas
- Return to work or leisure activities
- Surgeries

To schedule appointments for Lymphedema Rehabilitation at:
- Fresh Meadows, please call 1-855-37REHAB (73422)
Neurological Rehabilitation

Neurologic-related injuries and conditions occur every day. The neurological system is critical to our daily functions. Neurological rehabilitation is a comprehensive program providing occupational therapy, physical therapy, speech pathology, and swallowing intervention in one centralized location. Our dedicated team of specialists work with each patient to develop a specific plan of care to fully maximize a patient’s potential to improve their functional capacity.

**Common Conditions Treated**
- Neurodegenerative diseases
  - Parkinson’s disease
  - Multiple Sclerosis
  - Guillain-Barré Syndrome
- Neuromuscular diseases
  - Amyotrophic Lateral Sclerosis (ALS)
  - Muscular Dystrophy
- Spinal cord injuries
- Stroke
- Traumatic brain injuries
- Tracheostomy / ventilator dependent patients
- Vestibular disorders

**Neurological Rehabilitation Treatments**
- Active Release Techniques (ART)
- Augmentative communication
- Balance training
- Cognitive linguistic retraining
- Electrical stimulation
- Expressive and receptive language retraining
- Gait and stair training
- Kinesio taping
- Lingual and respiratory strengthening
- Manual therapeutic techniques
- Modification of oral diets
- Moist hot packs and cold packs
- Motor speech retraining
- Neurological re-education
- One-way speaking valve placement for tracheostomy / ventilator dependent patients
- Soft tissue and joint mobilization
- Therapeutic exercise
- Therapeutic swallowing exercises / safe swallowing strategies
- Ultrasound

To schedule appointments for Neurological Rehabilitation at:
- Fresh Meadows, please call 1-855-37REHAB (73422)
Sports Medicine Rehabilitation

Sports injuries and related orthopedic conditions are common to the general population. The musculoskeletal system is critical to our daily functional activities. Yet every year thousands of people suffer a variety of bone, muscle and joint injuries while participating in sports, as well as seemingly harmless activities such as gardening and walking. Sports medicine rehabilitation is a way to offer athletes and non-athletic individuals an opportunity to enhance their performance and prevent injuries.

Common Conditions Treated
- Anterior cruciate ligament tears
- Arthroscopic and orthopedic surgery
- Concussion
- Iliotibial Band Syndrome (ITBS)
- Labral tear
- Meniscal injury
- Muscles sprains/strains
- Overuse injuries
- Patella-femoral syndrome
- Patella tendon injury
- Plantar fasciitis runner’s knee
- Post-Op sports surgery
- Rotator cuff tendonitis/tear

Sports Medicine Rehabilitation Treatments
- Functional performance assessment
- Manual therapy
- Mechanical assessment and treatment
- Musculoskeletal assessment
- Neuromuscular re-education
- Post rehab training program
- Pre and post-concussion management
- Strengthen and conditioning programs

Benefits
- Enhance functional performance
- Improve agility and proprioception
- Improved flexibility and strength
- Pain reduction
- Return to sports
- Sports specific injury prevention

To schedule appointments for Sports Medicine Rehabilitation at:
- Fresh Meadows or Flushing (Main Campus), please call 1-855-37REHAB (73422)
- Jackson Heights please call 1-844-REHAB01 (734-2201)
According to National Institutes of Health statistics, dizziness (sensation of lightheadedness, faintness or unsteadiness) is the number one complaint of patients over age 70 and is the third most commonly reported complaint to doctors. Our certified vestibular therapists focus on treating the common cause of dizziness and balance problems which is typically from the vestibular system or the inner ear. The vestibular system includes the parts of the inner ear and brain that process sensory information involved with controlling balance and eye movements.

**Signs and Symptoms**
- Balance and unsteadiness
- Difficulty concentrating and reading
- Dizziness and/or nausea
- Motion sensitivity
- Visual disturbances

**Common Conditions Treated**
- Benign Paroxysmal Positional Vertigo (BPPV)
- Cervicogenic dizziness
- Concussions
- Guillain-Barré Syndrome
- Parkinson’s disease
- Post-surgical for acoustic neuroma
- Stroke
- Vertigo of unknown etiology
- Vestibular neuritis, labyrinthitis

**Vestibular Rehabilitation Treatments**
- Computerized sensorimotor integration
- Gait and balance training
- Motion tolerance exercises
- NeuroCom assessment and treatment
- Occulomotor (visual) exercises
- Repositioning for BPPV

To schedule appointments for Vestibular Rehabilitation at:
- Fresh Meadows, please call 1-855-37REHAB (73422)
Adult Swallowing

Speech pathologists are part of a comprehensive team of interdisciplinary medical specialists, (including neurologists, pulmonologists, gastroenterologists, otolaryngologists, cardiothoracic surgeons, palliative care specialists, radiologists and dietitians), who optimally manage the patient with swallowing impairment.

Common Conditions Treated

▪ Difficulty controlling saliva or food in the mouth
▪ Difficulty accepting food in the mouth
▪ Feeding refusal
▪ Difficulty chewing
▪ Coughing before, during or after swallowing
▪ Weight loss
▪ Frequent upper respiratory infections
▪ Pneumonia (resulting from overt and silent aspiration)
▪ A gurgly or wet voice after food or liquid intake
▪ Pain upon swallowing
▪ Regurgitation of food or liquid after meals

Patients are evaluated both clinically and through the use of radiological and/or endoscopic instrumental tools.

Radiographic Assessment: The video fluoroscopic swallow study, or modified barium swallow is used to assess the swallowing mechanism. Swallow function is viewed on an x-ray while the patient swallows various consistencies of food and liquid mixed with barium, a radiopaque substance that allows the specialist to see the food via the moving x-ray.

Endoscopic Assessment (FEES): Swallow function is viewed on a screen using a small fiberoptic scope inserted through the nose. The patient is able to eat and drink while a speech pathologist directly visualizes where the food and liquid goes from the mouth into the throat.

Left undiagnosed and untreated, unidentified swallowing problems can lead to chronic and/or significant pulmonary and nutritional complications. Speech pathologists utilize the information obtained from the clinical and instrumental assessments to identify why the swallowing impairment occurs. A treatment plan is then created to implement strategies to improve safety and comfort during eating and drinking. We provide comprehensive diagnostic and therapeutic intervention across the age continuum, from pediatrics to geriatrics.

To schedule appointments for Adult Swallowing at:
▪ Flushing (Main Campus), please call 1-855-37REHAB (73422)
Speech language pathologists are licensed clinicians who are specially trained to address problems in the development of oral sensory-motor feeding and swallowing skills from birth through school age.

NewYork-Presbyterian Queens has a team of speech and language pathologists that comprehensively evaluate and treat infants and children that have feeding and swallowing difficulties. These range from mild delays in chewing and difficulty progressing to higher-textured foods to more severe issues that can result in growth failure, and susceptibility to chronic illness.

Factors that Contribute to Feeding Difficulty
- Gastro-intestinal dysfunction
- Developmental delay
- Neurologic impairment
- Anatomical variation
- Respiratory compromise
- Food allergies
- Altered sensory and/or motor system
- Prematurity

Common Causes
- Autism or intellectual disability
- Breathing problems (asthma / respiratory disease)
- Cleft lip or palate
- Heart disease
- Muscle weakness in the face and neck
- Nervous system disorders (cerebral palsy, meningitis)
- Prematurity or low birth weight
- Reflux or other stomach problems

Signs & Symptoms of Feeding Difficulty
- Coughing or choking during meals
- Irritability or lack of alertness during meals
- Gurgling, hoarse or breathy vocal quality
- Failure to progress to different textures of foods
- Prolonged mealtimes (more than 30 minutes)
- Reported stress for child and/or family during meals
- Poor growth
- Frequent spitting up, vomiting, food/liquid refusal
- Recurrent respiratory infections

Treatment Offered
- Clinical feeding and swallowing evaluation
- Instrumental swallowing evaluation (modified barium swallow study or video fluoroscopy)
- Feeding and swallowing therapy
- Parent education and training
- Speech pathology services provided by board-certified pediatric dysphagia specialists

To schedule appointments for Pediatric Feeding and Swallowing at:
- Flushing (Main Campus), please call 1-855-37REHAB (73422)
Adult Speech and Language

Speech pathologists provide assessment and treatment for speech, language, and cognitive-language impairment following stroke, head injury and progressive neuromuscular disease. Patients following stroke or head injury may present with aphasia with deficits that can effect spoken expression, understanding of spoken language, written expression and reading comprehension. Depending on each patient’s unique presentation of symptoms, aphasia can have a significant impact on a person’s ability to navigate daily life.

Speech impairment (dysarthria) can affect speech intelligibility and/or speech naturalness by disrupting any of the speech subsystems. This can impact loudness, clarity, understandability, quality of perceived sound, and the inflection of speech.

Treatment for speech and language impairment can be restorative (aimed at improving or restoring impaired function), and/or compensatory (aimed at compensating for deficits that cannot be retrained).

Our dedicated staff members work with adult patients to:

- Facilitate the efficiency, effectiveness, and naturalness of communication
- Teach new skills and strategies to help both the individual with aphasia and their partner(s), incorporating alternative communication strategies, such as picture or word boards to help communicate messages, if appropriate.

Our speech pathologists at NewYork-Presbyterian Queens provide comprehensive assessment and treatment to patients with speech and language impairment with the goal of maximizing function and returning to the individual’s prior level of independence.

To schedule appointments for Adult Speech and Language at:
- Flushing (Main Campus), please call 1-855-37REHAB (73422)
Falls are one of the leading causes of injury, and even death, in the elderly. Falls may be caused by a variety of factors such as environmental hazards, poor balance or strength, effects of medications, and inactivity. The key to fall prevention is having an understanding of the fall risks.

**Common Fall Risk Factors**

**Medical History**
- Neuropathy and nerve injuries
- Poor vision and ear disorders
- Uncontrolled blood pressure
- Vestibular disorders

**Medication**
- Decreased strength and mobility
- Dizziness and fatigue
- Drowsiness
- Inactivity risks
- Poor balance

**Environmental**
- Clutter
- Loose door frames
- Poor lighting
- Slippery or uneven floors

**Home Safety Techniques to Prevent Falls**

**Clear the House of Hazards**
- Fix unstable furniture
- Remove clutter
- Remove cords from floor
- Remove scatter rugs

**Wear Appropriate Footwear**
- Always wear properly fitting shoes
- Avoid high heels and flip flops

**Use of Assistive Devises**
- Proper training on use of devises
- Use prescribed assistive devises

**Exercise**
If cleared by a doctor, moderate exercise can improve overall strength and mobility

To schedule appointments for Fall Prevention at:
- Fresh Meadows or Flushing (Main Campus), please call 1-855-37REHAB (73422)
- Jackson Heights please call 1-844-REHAB01 (734-2201)
NewYork-Presbyterian Queens Rehabilitation Locations

**NewYork-Presbyterian Queens Main Campus**
56-45 Main Street, Flushing, NY 11355

**NewYork-Presbyterian Queens**
56-45 Main Street, 4 North, Flushing, NY

Please call 1-855-37REHAB (73422) to schedule an appointment for:
- Occupational Therapy
- Physical Therapy
- Speech Language Pathology and Swallowing
- Hand Rehabilitation
- Sports Medicine Rehabilitation
- Adult Swallowing
- Pediatric Feeding and Swallowing
- Adult Speech and Language
- Fall Prevention

**NewYork-Presbyterian Queens**
163-03 Horace Harding Expressway, 2nd Floor, Fresh Meadows, NY 11365

Please call 1-855-37REHAB (73422) to schedule an appointment for:
- Occupational Therapy
- Physical Therapy
- Hand Rehabilitation
- Lymphedema Rehabilitation
- Neurological Rehabilitation
- Sports Medicine Rehabilitation
- Vestibular Rehabilitation
- Fall Prevention

**NewYork-Presbyterian Medical Group Queens**
72-06 Northern Boulevard, 2nd Floor, Jackson Heights, NY 11372

Please call 1-844-REHAB01 (734-2201) to schedule an appointment for:
- Occupational Therapy
- Physical Therapy
- Hand Rehabilitation
- Sports Medicine Rehabilitation
- Fall Prevention
NewYork-Presbyterian Queens
56-45 Main Street
Flushing, NY 11355
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NewYork-Presbyterian Queens Rehabilitation

Flushing
56-45 Main Street
4 North
Flushing, NY 11355
1-855-37REHAB (73422)

Fresh Meadows
163-03 Horace Harding Expressway
2nd Floor
Fresh Meadows, NY 11365
1-855-37REHAB (73422)

NewYork-Presbyterian Medical Group Queens Orthopedics and Sports Medicine Center

Jackson Heights
72-06 Northern Blvd, 2nd Floor
Jackson Heights, NY 11372
1-844-REHAB01 (734-2201)