



FAQs: *Clients' Most Frequently Asked Questions*

1) In what geographic locations does Rehab Dynamix provide services?

Answer: Rehab Dynamix currently focuses on providing services in the states along the Atlantic corridor, including the Northeast, Mid-Atlantic, Southeast regions of the country.

2) What can I expect from Rehab Dynamix when I request a proposal?

Answer: Rehab Dynamix doesn't believe in "cookie-cutter" rehabilitation programs. When you submit a request for services or an RFP, you can expect Rehab Dynamix to get in touch with you quickly to learn about your specific needs. Once we are clear on what your facility goals are, the characteristics of your patient population, and the expertise of your existing clinical staff, we are able to formulate a written rehabilitation services proposal to meet your specific needs. Our goal is to provide an individualized solution for your facility that meets your financial and patient care requirements.

3) How long does it take Rehab Dynamix to begin a contract once it is approved?

Answer: The Rehab Dynamix management team will move quickly to identify clinicians and clinical managers to staff up your program quickly. You will find that our clinical managers are highly visible, knowledgeable and accessible. They will be present in your facility often and will provide the clinical direction and support needed by our clinicians to assure that we meet the proposed goals of the rehabilitation services program. To date, the Rehab Dynamix therapists average about 10 years of clinical experience. We find that recruiting clinicians with greater years experience enables them to hit the ground running once they begin a new facility. We seek to assure that you will have a good mix of clinical experience to serve your facility's patients and work with your facility team as quickly as possible.

4) What does Rehab Dynamix do to keep its managers and clinicians up to date on the latest regulatory issues?

Answer: Continuing education and competency development concerning regulatory issues is a cornerstone of the Rehab Dynamix philosophy. We require all of our clinicians to pass a PPS/MDS competency assessment at 80% or higher. In addition to regulatory competency we also have our clinicians participate in a clinical competency assessment and to be “checked out” by an experienced clinician at the beginning of their work experience with Rehab Dynamix. We offer clinical support via a network of clinical expert and continuing education reimbursement. Each clinician is also required to maintain the appropriate CEUs for state certification and licensure.

5) What is the Rehab Dynamix philosophy about working with the facility’s team members?

Answer: While the term “team philosophy” is somewhat of a cliché, it really does represent the way that Rehab Dynamix works with the facility staff. We believe that the best patient care outcomes and facility financial performance comes from good communication and coordination of care. Our goal is for the facility staff to recognize us as members of their team, and not as a contracted service for the facility. With that goal in mind, we request to be included in all patient care coordination meetings to assist with the communication process and to assure good quality care.

6) What kinds of routine reports can we expect from Rehab Dynamix? Are special requests accepted?

Answer: Rehab Dynamix will design an array of reports to meet your specific information requirements concerning the rehabilitation program. You can expect to meet with the clinical manager on a monthly and quarterly basis to discuss the outcomes of the therapy program. Specifically, we expect to produce, on a regular basis the following kinds of reports, formatted to your specifications:

- Productivity
- Billing
- Facility-specific P&L for Medicare Part A & B Services
- Patient Care Outcomes
- Staffing
- Customer Satisfaction (semi-annual)
- Others as requested.

7) Does Rehab Dynamix have computerized facility-based management software for the rehabilitation program?

Answer: Yes, Rehab Dynamix uses the Health Systems Connect software to manage the rehabilitation services program. This system is capable of sharing data with any other computerized data base management system. Variables monitored include treatment time, attendance, RUGS minutes, Part B Services, billing, productivity, and clinical services; and clinical documentation. Health Systems Connect is also able to provide facility-wide management software.

8) What kinds of specialty clinical programs can we expect to see implemented in our facility?

Answer: In addition to state of the art programs for orthopedic, neurological and cognitively impaired patients, we also offer these programs, among others:

- Screening & Referral Pattern Analysis—Global, Admissions, Re-admissions, Quarterly, Change in condition
- Restorative/Functional Nursing
- Rehabilitative/Restorative Dining
- Alzheimer/Dementia
- Falls Prevention
- Community Re-entry/Discharge Environment Evaluations
- Cognitive Re-training
- Dysphagia/Weight-Loss/Special Diet
- Comprehensive communications
- Positioning/Contracture Management/ROM
- Adaptive Equipment
- Restraint Reduction
- Wound Care
- Customized programs
- More!

9) How do I submit a request for a proposal/staffing?

Answer: We've made it easy for you to submit a request for a proposal for your rehabilitation services program. Simply click on the link, "Need to fill a position?" in the header of this webpage. You will be asked to enter some basic information identifying who you are, what you need, and how to get in touch with you. You will also have the opportunity to enter the text of your RFP document or more detailed information about your request in the "Comments" section. A manager from our team will get back to you promptly to follow up on your request.

If you prefer an alternate method of requesting service, you may also use the email, fax, phone, or mailing address information provided below.

10) How do I get more information about Rehab Dynamix?

Answer: In addition to the information available on this website, Rehab Dynamix offers you several additional ways to get in touch—no matter which method you select, be assured that you will receive a response quickly.

- Call us at: **(800) 291-3680**
- Send an email to us at: info@rehabdynamix.com
- Send a fax to us at: **(800) 248-7901**
- Send correspondence to this mailing address:
**Rehab Dynamix
355 Hiawatha Way
Melbourne Beach, FL 32951**