

**Physical Medicine &  
Rehabilitation  
Information Series**

**PATIENT GUIDE  
Outpatient  
Services**

A Service of  
Santa Clara Valley Medical Center



SANTA CLARA  
VALLEY  
MEDICAL CENTER

# Outpatient Rehab Services What You Should Know

## Introduction

Santa Clara Valley Health and Hospital System's (SCVHHS) Outpatient Rehabilitation Clinic is located at 2400 Moorpark Avenue in Suite 100. The purpose of our outpatient clinic is to provide care specific to our patients' rehabilitation needs, including equipment evaluation, social services, and education.

## Your Family Doctor

A family doctor is important in your overall physical health, even though you may see a Physiatrist (rehabilitation doctor) regularly. Your family doctor should treat all of your general medicine conditions and illnesses.



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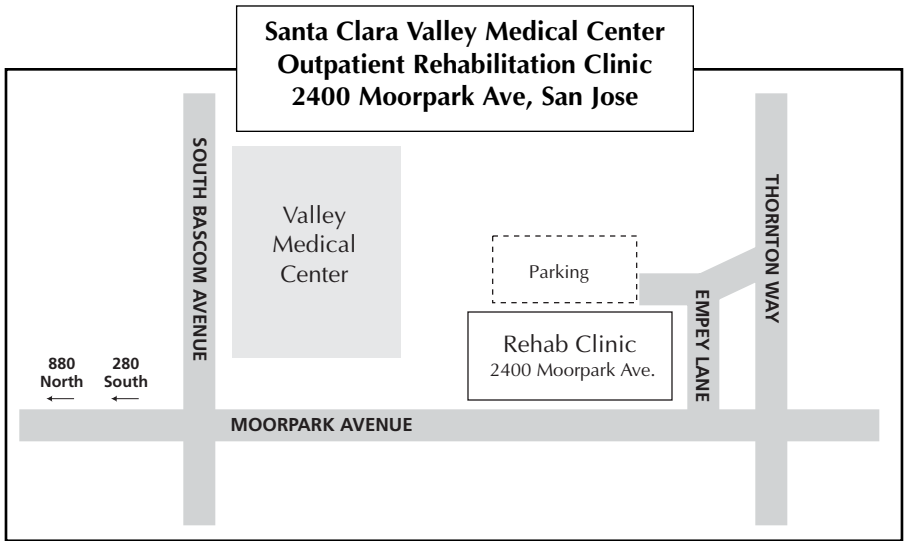
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## Directions

**From 880/17 Southbound:** Take the West San Carlos Street exit off of I-880 and follow the exit sign toward West San Carlos. Proceed to South Bascom Avenue and turn right. Then turn right again on Moorpark Avenue.

**From 880/17 Northbound:** Take the Hamilton exit off of I-880. Go left and then right on to Hamilton Avenue. Turn left on South Bascom Avenue. Turn Left on Moorpark Avenue.

**From 280 Southbound:** Take the Winchester Boulevard exit off of I-280. Make an immediate left turn on Moorpark Avenue.

**From 280 Northbound:** Take the Bascom/Leigh exit off of I-280. Turn left on South Bascom Avenue, then turn right on Moorpark Avenue.

## Transportation

If you use medical transport, please arrange an open-ended visit. We will be happy to call to have you picked up. You must provide your own transportation to and from the clinic. Limited parking is provided in the lower level parking lot for patients who have a disability license plate or handicapped placard.

## Clinic Schedule and Information

1. Rehabilitation clinics are held several times each week. Call the clinic at (408) 885-5920 or (800) 314-4611, between 8:00 am and 5:00 pm, Monday through Friday, to schedule appointments.
2. Usually the entire clinic process will take between one and two hours. However, if x-rays, lab tests and/or special procedures are necessary, or if a particularly difficult problem exists, this time could be extended. It is advisable to bring your lunch or have money to purchase food in the nearby cafe.
3. In general, to get the best selection of appointment dates and times, please make your appointments at least two months in advance. Specific times are set aside for each patient. If you are unable to keep an appointment, please call the clinic to reschedule. If you are scheduled for more than one appointment on the same day (for example PM&R and Urology), it is very important to keep these appointments since it is difficult to reschedule them all on the same day. If you must cancel, please notify each of these clinics well in advance.
4. The Rehabilitation Clinic is available only by advance appointment. If an emergency arises, seek immediate care in the Emergency Room of your nearest hospital. In this event, please inform the Emergency Room personnel that you are an ongoing rehabilitation patient at Santa Clara Valley Medical Center.



## What to Expect

1. Resource persons available to you will include a Board Certified Rehabilitation Physician, Urologist, or Nurse Practitioner. They will spend some time with you to review your present status, make recommendations, and help you with any problems you would like to discuss.
2. Prescriptions may be written for medications, supplies, equipment and equipment repairs.
3. Referrals may be made for psychological, social, or sexual counseling as well as home nursing services, therapies, or vocational rehabilitation counseling.
4. You will be given a return appointment as needed at this time. Please do not leave the clinic until you have received your identification card from the discharge personnel, renewed prescriptions, and/or any paperwork you have requested.

Note: Please have your pharmacy fax the clinic 5-7 working days in advance to refill supplies and prescriptions. Fax: (408) 885-4728

We hope that you will take advantage of what our clinic has to offer. Our goal is to provide you with a pleasant satisfying experience.



## What to Bring

1. Your hospital and/or clinic identification card is required for outpatient services, pharmacy, central supply, lab, x-ray, etc. Make sure your identification card is up to date. All patients need to register at the front registration desk at the beginning of each visit.
2. Your current Medi-Cal card or insurance information is needed for each visit.
3. Please bring your medicine bottles or a list of medications and supplies for which you will need prescriptions. Also, the doctor will need the names and dosages for all the other medications you are taking.
4. Any adaptive equipment which needs adjustment or replacement, or for which you need training to use, such as splints, braces, corsets, etc. will need to be brought to your appointment for the doctor to assess your current needs.
5. Any mobility equipment which needs repair or replacement such as your wheelchair, cushion, braces, etc. should also be brought with you.
6. Bring any forms (and duplicates) you need completed by the physician for insurance, disability, or referrals to other agencies.
7. Please have a list of questions that you would like answered, information you want, and problems that you want to talk about.



## **Prescription Refill Policy**

1. One week before you run out of medication, call your pharmacy and tell them you need a refill.
2. Your pharmacy will fax your refill request to the Rehab Clinic. (408) 885-4728.
3. Please do not call the Rehab Clinic directly!
4. The Rehab Clinic will process the refill request from the pharmacy.

## **Special Clinics**

### **Spasticity Clinic**

Patients with difficult-to-manage spasticity are seen in this clinic. Treatment can include stretching programs, adjustment in medications, nerve blocks, botulinum toxin injections, serial casting, and evaluation for intrathecal baclofen pump. Other needs such as wheelchairs and equipment issues can be evaluated. It is held twice a month and is staffed by physicians, a physical therapist, and an occupational therapist.

### **Upper Extremity/Tendon Transfer Clinic**

People with tetraplegia, with weak or absent muscles in the arm or hand, may benefit from surgery that transfers tendons from stronger muscles in order to improve strength and dexterity. Acceptable candidates will be required to participate in an intense rehabilitation program to optimize the functional outcome. A hand surgeon, a rehabilitation physician, and an occupational therapist specializing in SCI staff the clinic.

### **Women with Disabilities Clinic**

This clinic deals with issues specific to women with disabilities. Two “universally” accessible examination tables are available. Staff are knowledgeable about women’s health care and disability-specific issues. A physiatrist, nurse practitioner, and medical assistant staff the clinic.

# For More Information

## **Santa Clara Valley Medical Center - Outpatient Services**

General Phone: 408-885-5920

Toll Free: 800-314-4611

Fax: 408-885-4728

Clinic hours are: 8:30 am - 5:00 pm, Monday through Friday

### **Mailing Address:**

Santa Clara Valley Medical Center

Outpatient Rehabilitation Clinic

2400 Moorpark Avenue, Suite 100

San Jose, CA 95128

Web: <[www.scvmed.org](http://www.scvmed.org)>

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