



Shepherd Center

FAMILY & VISITOR HANDBOOK

WHAT TO EXPECT DURING THE FIRST 72 HOURS AT SHEPHERD CENTER

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GET TO KNOW YOUR HEALTHCARE TEAM

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NAVIGATING SHEPHERD CENTER

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**New to
Atlanta?**

see our community
guide on page 24.

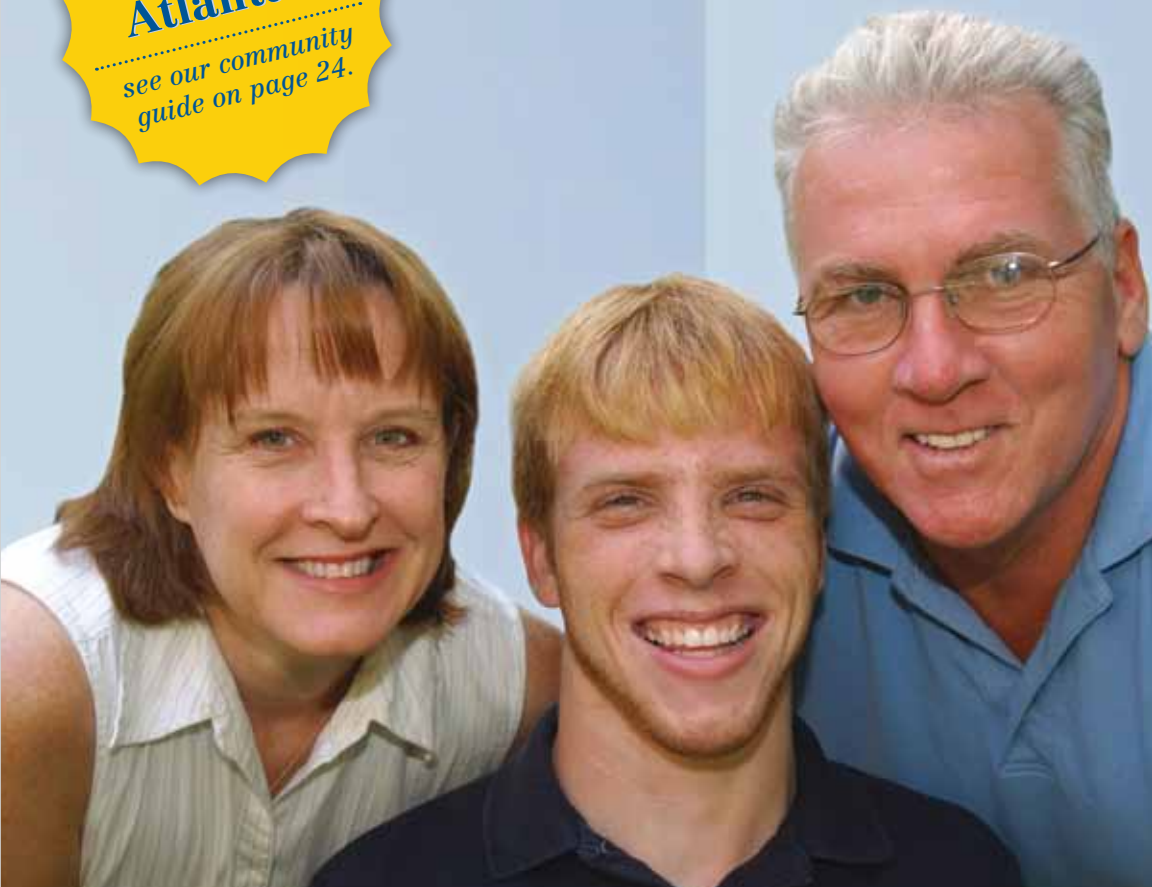


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about shepherd center

Shepherd Center, founded in 1975, is a private, not-for-profit rehabilitation hospital and one of the nation's leading facilities specializing in medical treatment, research and rehabilitation for people with spinal cord, brain injuries and other neurological disorders.

Shepherd Center is a 132-bed facility, including a 10-bed Intensive Care Unit. Last year Shepherd admitted 825 people to its inpatient programs and 522 people to its day programs. In addition, Shepherd sees more than 14,000 people annually on an outpatient basis.

As a leading facility for research, as well as an organization that sets the standards for rehabilitative outcomes, Shepherd Center helps shape the face of rehabilitation in the United States and our research translates directly into an improved quality of life for our patients.

You'll find that our staff has some of the highest levels of expertise available to help your loved one achieve the best results possible. Shepherd Center has:

- More than 1,200 staff members
- A core medical staff of 12 and nearly 100 physician consultants
- Nearly 1,000 volunteers

OUR MISSION

Shepherd Center's mission is to help people with a temporary or permanent disability caused by injury or disease rebuild their lives with hope, independence and dignity, advocating for their full inclusion in all aspects of community life while promoting safety and injury prevention.

OUR VISION

- To be a center of excellence in patient care, education and research.
- To be financially sound, having the resources to maintain quality services.
- To be a strong advocate for people with disabilities.

OUR VALUES

- Accountability
- Innovation
- Compassion
- Integrity
- Competency and Respect
- Humor
- Trust

OUR PHILOSOPHY

- The best healing takes place when the highest ethical standards are followed — where mutual respect, justice and equality are encouraged.
- The appropriate level of care results in the most positive medical outcomes within the limits of available resources.
- The most appropriate care is provided by a professional team working with each patient and family.
- Rehabilitation is a lifelong process that begins at Shepherd Center.
- Sharing research guarantees growth and improvement and benefits everyone.
- Primary injury prevention is a high priority at Shepherd Center.
- Supporting staff development improves the quality of services Shepherd Center provides.
- Maximal outcomes for each patient across the continuum of care relies on our highly specialized staff along with patient and family full participation and commitment to practice learned skills at all times.

YOU'RE PART OF THE FAMILY AT SHEPHERD CENTER

The first hours, days and weeks following a spinal cord injury, brain injury, or other neurological disorder are a difficult time for a patient's loved ones. The questions and concerns facing you may seem overwhelming. What do you do? What does the future hold for your loved one? In this time of crisis, it may be reassuring to know the Shepherd family has been in your shoes.

In 1973, James Shepherd sustained a spinal cord injury while surfing in Brazil, part of a trip to celebrate his college graduation. His incomplete tetraplegia required immediate medical attention and months of rehabilitation therapy.

James recovered at a hospital in the Midwest. But the fact that he had to leave the Southeast for high-quality specialty care left his family frustrated—frustrated enough to galvanize the support of the Atlanta medical community into starting a specialty hospital in Georgia.

Along with his parents, Alana and Harold Shepherd, James was committed to bringing high-quality spinal cord injury care close to home, and soon opened Shepherd Center in a wing of an Atlanta hospital in 1975. Shepherd Center moved into its own facility in 1982, and expanded that space a decade later to 241,000 square feet.

Today, Shepherd Center is a 420,000-square-foot, not-for-profit hospital with 132 beds, including a 10-bed intensive care unit. Throughout this growth, the Center's mission has remained the same: to return catastrophically injured patients to the highest level of functioning possible, enabling them to continue their lives with hope, dignity and independence.

Shepherd Center offers a full continuum of services—from intensive care to an ambitious Marcus Community Bridge program that extends Shepherd Center's commitment into the patient's home for up to a year after their injury. Shepherd's record of positive outcomes is enviable, and our levels of patient satisfaction are high.

OUR COMMITMENT TO SUPERIOR CUSTOMER SERVICE

When an individual has any concerns about the delivery of safe quality care at Shepherd Center, he or she is encouraged to contact the hospital management.

If the concerns or complaints cannot be resolved through staff on duty at Shepherd Center, the individual may contact any of the following:

- Susan Johnson, Director of Acquired Brain Injury Services Program, 404-350-7495
- Sarah Morrison, Director of Spinal Cord Injury Services Program, 404-350-7676
- Tammy King, Chief Nursing Executive, 404-350-7724
- Gary Ulicny, President and CEO, 404-350-7311

If the concerns or complaints cannot be resolved through Shepherd Center, the individual may contact The Joint Commission's Office of Quality Monitoring:

By Phone: 800-994-6610

Email: complaint@jointcommission.org

Fax: Office of Quality Monitoring at 630-792-5636.

Mail: Office of Quality Monitoring, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

- **Medicare Hotline** (Patients covered by Medicare) 800-633-4227
- **Georgia Medicaid Hotline** (Patients covered by Georgia Medicaid) 800-669-8387

WHAT MAKES REHABILITATION AT SHEPHERD CENTER DIFFERENT FROM A “REGULAR” HOSPITAL?

- A “regular” hospital treats a one-time illness or injury, usually on a short-term basis. The main focus is to meet the patient's medical needs to quickly return to home.
- A rehabilitation hospital, such as Shepherd Center, provides overall treatment devoted to returning the patient and the family to the highest level of independence possible.

The main focus is for the patient to verbally direct and/or perform all the care that is necessary. It is an expectation that the patient and the family also participate.

hospital telephone guide

ABI Inpatient Program Manager		
Dorothy Terry	ext. 7481	404-350-7481
ABI Nurse Unit Manager		
Gail Greene.....	ext. 7556	404-350-7556
ABI Services Director		
Susan Johnson.....	ext. 7495	404-350-7495
Admissions.....	ext. 7345	404-350-7345
Family Support Services.....	ext. 1351	404-367-1351
ICU Waiting Area.....	ext. 7696	404-350-7696
Neurospecialty Nurse Unit Manager		
Craig Andrews	ext. 3086	404-350-3086
Operator.....	Press 0	404-352-2020
Outpatient Services Director		
Tammy King	ext. 7724	404-350-7724
Patient Accounts.....	ext. 7323	404-350-7323
SCI Inpatient Program Manager		
Shari McDowell	ext. 7619	404-350-7619
SCI Nurse Unit Manager - 4th Floor		
Patricia Lingefelt.....	ext. 1278	404-367-1278
SCI Nurse Unit Manager - 5th Floor		
Joy Bailey	ext. 1232	404-367-1232
SCI Services Director		
Sarah Morrison.....	ext. 7676	404-350-7676
Security.....	ext. 6000	404-350-7449

Nursing Stations

ABI Nursing Station

2nd floor Marcus-Woodruff Bldg.ext. 7560 404-350-7560

Neurospecialty Unit (NSU) Nursing Station

3rd floor Shepherd Bldg.ext. 7520 404-350-7520

ICU Nursing Stationext. 7665 404-350-7665

SCI Nursing Station

4th floor Marcus-Woodruff Bldgext. 7660 404-350-7660

SCI Nursing Station

5th floor Marcus-Woodruff Bldg.....ext. 7460 404-350-7460

visiting information

VISITING HOURS

Monday — Friday: 4 p.m. — 9 p.m.

Saturday — Sunday: 9 a.m. — 9 p.m.

These are Shepherd Center’s suggested visiting hours so we can focus on optimizing the recovery of your loved one. However, we understand there may be some exceptions. In the event the family feels the need to visit more frequently, please contact the patient’s case manager so a visitation plan can be developed.

Children under 12 may visit if they are free of infectious diseases. This includes a runny nose, cough or fever. After they are screened at the security desk, young visitors receive a special badge allowing them to visit patient areas.

Children under 12 must be accompanied at all times by an adult family member (other than the patient).

Overnight visitors. Any visitor desiring to sleep overnight at the Center must first be cleared by the patient’s charge nurse or case manager. Several restrictions apply.

Do not bring food unless it has been cleared by a nurse. Many patients are on special diets for health reasons or because of swallowing restrictions.

Please wash or sanitize your hands when entering and leaving a patient room.

VISITING THE INTENSIVE CARE UNIT (ICU)

ICU Visiting Hours

Daily: 10 a.m. – noon; 2 – 4 p.m.; and 7:30 – 9 p.m.

Visitors must be cleared by the patient's nurse. Personal items are not allowed in the ICU because of the risk of infection. This includes flowers, photographs, books and personal mementos.

VISITING PATIENTS IN ISOLATION

Shepherd Center's acquired infection rate is very low. We count on families to follow all isolation precautions. Shepherd Center has special rules for visiting patients in isolation. You will know if the person you are visiting has isolation precautions by noting a red magnet near the door that says "isolation," and there will be a yellow card indicating what you are supposed to do before you enter the room.

family housing

Shepherd Center provides temporary housing at no cost for families of newly-injured rehabilitation patients who live more than 60 miles from Atlanta. Families may use one apartment for up to 30 days. This time period can be used all at once or occasionally, as needed.

The 30 days of housing is to help you make the transition from your acute care hospital in another city to rehabilitation in Atlanta. Please refer to our list of nearby hotels or apartments that offer a special rate for Shepherd Center patients/families if you determine that your loved one's stay will last more than 30 days and you wish to stay in Atlanta throughout his or her stay at Shepherd Center. You can also discuss this with your case manager.

If you will need housing while your loved one is at Shepherd Center, please notify the admissions liaison who is handling your admission to Shepherd Center, or contact your case manager.

DAY PROGRAM HOUSING

Patients and their family members in the Spinal Cord Injury Day Program or the Acquired Brain Injury Day Program at Shepherd Pathways may qualify to use one apartment at no cost for the duration of the patient's day program. The inpatient case manager will discuss with you the qualifications for day program housing.

ABOUT THE IRENE AND GEORGE WOODRUFF FAMILY RESIDENCE CENTER

The Woodruff Family Residence Center is located on the campus of Shepherd Center. It features 84 wheelchair-accessible, furnished suites. Each suite includes a bedroom, living space, kitchenette, pull-out sofa with queen mattress and a bathroom. Internet connections, a flat-screen television and a DVD player are included in each suite. **For safety reasons, no inpatients are allowed to visit the Residence Center.**

ABOUT BISCAYNE APARTMENTS

24 newly-renovated studio apartments about a half mile north of Shepherd Center on Biscayne Drive.

ABOUT SHEPHERD PLACE

12 newly-renovated, accessible apartments about a quarter mile north of Shepherd Center on Peachtree Park Drive.

AREA HOTELS AND APARTMENTS

Shepherd Center has partnered with several nearby hotels and apartment complexes that offer competitive room rates for families of Shepherd patients. For a list of hotels, visit shepherd.org/hotels or shepherd.org/apartments.

patient identification code

Upon admission, each new patient at Shepherd Center is assigned a four-digit identification code to help manage his or her privacy and safety.

Patients and families should share the four-digit code only with the people whom they approve to receive in-depth information about the patient. It is the responsibility of the patient/family to make those people aware of the four-digit code.

The code must be presented to Shepherd Center staff to receive additional information about the patient via phone or in person, other than what Shepherd Center can legally divulge, which includes name, condition, location in the hospital and religious affiliation.

People calling with this code will be recognized as approved by the patient/family to have information shared with them. This code is given to the patient, as well as one family member selected by the patient.

If the patient is a minor, the code is given to the accompanying parent. If the patient is incapacitated, the code is given to the nearest relative accompanying the patient at admission.

what to expect during the first 72 hours at shepherd

When you and your loved one first arrive at Shepherd Center, you will meet many new people and be given a lot of information.

The following information should be used as a guideline to help you understand what to expect during your first three days at Shepherd Center. Please keep in mind that each patient's care plan will differ based on patient and family member needs or the unit and rehabilitation team that has been assigned to the patient.

Day One

- Arrive at Shepherd Center and complete admissions paperwork.
- Receive Patient Handbook and Family and Visitor Guide.
- Follow admissions representative to the patient's assigned room.
- Nurse will assess the patient upon arrival to the nursing unit.
- Meet patient's physician, case manager and nurses within the first 24 hours.
- Meet family housing coordinator (if family qualifies for housing) to obtain Residence Center room number and key.

Day Two

- Begin therapy evaluations, which could include physical therapy, occupational therapy, speech therapy, therapeutic recreation, education and nutrition.
- A representative from Family Support Services will reach out to answer any non-medical questions.

Day Three

- Begin therapy (observation times and rules differ by Unit. Check with your therapy team for details.)

CONFERENCES AND TRAININGS COORDINATED BY YOUR CASE MANAGER

Coordination of conferences and trainings is accomplished by a patient's case manager. Please check with that person for more information.

Medical Conference

During this conference, the physician will thoroughly review the patient's medical status. Family members, significant others and friends are encouraged to attend.

Goal Setting Conference

This is a conference that is available in which the entire

rehabilitation team will meet to discuss the patient's goals. Each unit varies how this is accomplished. The case manager will assist with this process.

Family/Caregiver Training

Shepherd Center encourages patients and their families to learn as much as they can about their injury or illness so they can confidently manage their ongoing medical needs. Having a thorough understanding helps patients take full advantage of the rehabilitation process and can help prevent being rehospitalized.

Pass Training

Family members must meet specific criteria to obtain any type of pass to take their loved one outside of the hospital setting. This training helps family members meet that criteria.

Discharge Training

This training prepares family members with the information and practice necessary for a safe discharge to home.

Discharge Conference

During this conference the team reviews discharge needs. Each unit varies how this process is accomplished. The case manager will assist with this process.

FREQUENTLY ASKED QUESTIONS

When do physicians round? Physicians round Monday through Friday, typically between 7 a.m. and 10 a.m.; Saturday and Sunday between 6 a.m. and 2 p.m. On weekends rounding normally starts on the 4th or 5th floor.

What is the role of the Resident and the Physician Assistant?

They are extensions of the attending physician and are available throughout the day.

Where do consultants come from? They are physicians with local practices that have been credentialed by our Medical Staff.

When do consultants visit? They typically visit after 5 p.m. if the consultation is non-emergent in nature.

What happens after consultation? Typically the attending physician will discuss the consulting physician's results and recommendations with the patient and family.

When is a medical conference scheduled for a patient with Spinal Cord Injury (SCI)? We try to schedule the conference within the first week of admission. Since the patient is the most important part of this conference, it is important to make sure the patient can fully participate. Once the physician is certain the patient can participate (i.e., sit a minimum of an hour) the conference will be scheduled.

When is a medical conference scheduled for a patient with Acquired Brain Injury (ABI)? This conference is held within 7–10 days of admission and scheduled by the case manager. You will be notified of the time. If you cannot attend, we can arrange a telephone conference, but prefer you be there in person if at all possible.

What is an SCI goal setting conference? This conference is scheduled only if requested by the patient and/or family. Requests are made through the case manager once the patient is participating in therapy for three or more hours per day. During this conference, the entire rehabilitation team will discuss the patient's goals, estimated length of stay and recommended post-acute services.

What is the MD's Role in the SCI Day Program? Patients admitted from inpatient will be seen by a physician as needed or as requested by the patient, family or team. Patients admitted from an external referral source will be scheduled to be seen by the physician within seven days of admission.

What is the MD's Role in the ABI Day Program? A physical medicine and rehabilitation doctor will be assigned to each patient enrolled in the ABI Day Program to monitor the treatment plan with the therapists. Your loved one will be followed by the nurse and when issues arise, the physician will see the patient and treat accordingly. The nurse and/or case manager will schedule a meeting with you per your request. However, your

case manager will keep you up to date on progress and your loved one's overall and medical needs. It is critical that you have identified a family practitioner and/or an internal medicine doctor to follow regular medical issues that may arise that are not related to rehabilitation.

What is the MD's Role in the Outpatient Clinics? There are six outpatient clinics—Multiple Sclerosis, Pain Institute, Multispecialty, Wound Care, Urology and Upper Extremity. The physicians in these clinics address the particular issue specific to the injury or disease process identified when an appointment is made. Shepherd Center encourages everyone to have his or her own primary care physician. The primary care physician is integral for managing the routine medical issues that all people face, as well as coordinating care when multiple providers are involved.

When I return home, who follows my medical problems? We recommend that a community physician be identified as soon as possible. Your community physician should coordinate your health care and direct you back to Shepherd Center or any other specialist as needed.

How do I find out more about the Marcus Community Bridge Program? The Marcus Community Bridge Program offers post-discharge client education, guidance and referral information to support clients and families as they transition from Shepherd Center to the community. The program is offered free of charge to newly-injured patients who meet entry criteria. To find out more, ask your Case Manager or call 404-350-7668.

How do I arrange for a tour of Shepherd Center? If you are a family member and would like to arrange a general tour, contact Family Support Services at ext. 1351 (404-367-1351). Visit shepherd.org for more information about touring Shepherd.

Where is Internet access available? A high-speed Internet connection is available at the bedside in all of our patient rooms, with the exception of the Intensive Care Unit. Patients may bring a personal laptop or request to use a Shepherd Center laptop. Computer and Internet access is also available through the library

and family lounge.

The following activities are prohibited: sending of unsolicited bulk or commercial messages; downloading of unlicensed music or videos including peer to peer; use of obscene or indecent speech or material; abusive language; hacking or distribution of Internet viruses or other destructive activities. Please ensure that your laptop is secure at all times.

HEALTHCARE TEAM ROLES

Staff Identification

You will recognize hospital staff by their identification badges. Employees, volunteers and vendors are required to wear nametags. If someone on staff is not wearing a nametag, ask for his or her name. You are entitled to know the identity of anyone who provides care for you.

Here are some of the people you will meet during your stay at Shepherd Center.

Case Manager

The person who assists with discharge planning, obtaining funding for rehabilitation and assists with getting back to your community. The case manager will be the main person who will contact you in regard to scheduling conferences as well as family training.

Nurse Unit Manager

This is the nurse in charge of all the nursing staff on all shifts. Ask to see the Unit Manager if you have any general concerns related to your nursing care.

Charge Nurse

This is the nurse that is in charge of the nursing staff for that day/night. Ask to see the charge nurse for any immediate nursing issue you need to discuss.

Program Manager

The person in charge of therapy assignments as well as all general therapy issues. Ask to see the program manager if you have any issues regarding therapy assignments.

Therapy Manager

The person who directly supervises the therapy staff. Call the therapy manager for issues with your physical, occupational, therapeutic recreation and speech therapist. You can get their number by calling the program manager.

Attending Physician

Your physician directs your care and care team, identifies problems and prescribes medication and other therapies. The physician will provide you with information about your injury or disease process, review your prognosis, and discuss your medical and rehabilitative care with you and your family. Your physician also will help you establish your rehabilitation goals, plan your discharge and approve any equipment you will need after discharge. You may also have other consulting doctors that will guide specific aspects of your care.

FAMILY/CAREGIVER EXPECTATIONS

Once family training has been completed, Shepherd Center expects full participation from the patient and family. To learn the care that is necessary, it takes a lot of practice. For all family members who spend the night, we request they complete training within the first two weeks of the stay. This will allow you to practice the skills that are required at night. The staff's job is to ensure to teach the information, but it is the family/caregiver's responsibility to practice these skills over and over.

family support services and volunteer services

Information and assistance is available to patients and family members in the Family Lounge on the sixth floor of the Marcus-Woodruff Building. Hospital volunteers are available to answer questions about Shepherd Center routines and services. They also

help with directions, tours, shopping, local transportation and many other non-medical needs.

Stop by the Family Lounge on the sixth floor of the Marcus-Woodruff Building, Monday through Friday between 8 a.m. and 4:30 p.m., or call 404-367-1351. Please call at least 24 hours in advance to request local transportation.

Family Support Services is available to assist with:

- Area information, attractions and directions
- Hotel/apartment information and recommendations
- Transportation to Shepherd Center local grocery/retail stores
- Copying, faxing and notarizations
- Space for special occasions or private meetings
- Tours of Shepherd Center
- Answers to non-medical questions to help you take full advantage of Shepherd Center services. Please contact your case manager or nursing supervisor for medical-related questions.

food services

Shepherd Center Cafeteria (Ground Level)

Credit cards accepted. Gift cards available.

Monday - Friday

Breakfast: 7 a.m. — 10 a.m.

Lunch: 11 a.m. — 2 p.m.

Break: 2 p.m. — 5 p.m. (limited cold menu available)

Dinner: 5 p.m. — 7:30 p.m.

Weekends/Holidays

Breakfast: 8 a.m. — 10 a.m.

Lunch: 11:30 a.m. — 2 p.m.

Shepherd Center Kiosk (First Floor, Marcus-Woodruff)

Credit cards accepted.

Monday - Friday 7 a.m. — 5 p.m.

Piedmont Hospital

To get to Piedmont Hospital, take the tunnel from the first floor of the Shepherd Building.

Piedmont Cafeteria - Located in the main hospital on the ground floor next to the Rich Auditorium. Open Monday through Friday. Breakfast served from 6:15 a.m. to 10:30 a.m. (Note: Between 10 and 10:30 a.m., only continental breakfast is available.) Lunch served from 11 a.m. to 2:30 p.m. 404-605-3380.

Piedmont Food Court - Located on the basement level of the main hospital. Features a grill, buffet, salad bar, ice cream and frozen yogurt. 404-605-1130. Open seven days a week from 6:30 a.m. to 2:30 a.m.

Piedmont Hospital Cafeteria and Food Court are outside Shepherd Center and some patients may not be allowed to travel off Center-grounds.

around the hospital

Apothecary and Gift Shop

Shepherd Center's Apothecary and Gift Shop are located on the first floor of the Marcus-Woodruff Building. In addition to filling prescriptions, the Apothecary and Gift Shop sells personal care items such as shampoo, toothpaste and aspirin, as well as snacks, gift items, books, stamps and Shepherd Center apparel. Hours are Monday-Friday, 8 a.m.- 6 p.m. The Apothecary can be reached at ext. 7743 (404-350-7743.)

ATM

There is a Wachovia Bank ATM and SunTrust ATM located on the first floor of the Marcus-Woodruff Building by the security desk.

CarePages

Shepherd Center offers a free Internet-based communications system called CarePages that allows patients or a family member to easily set up a personalized Web site to update relatives and friends without the need for repeated phone calls. To get started, visit carepages.com/shepherd. From there, follow six easy steps for setting up your own CarePage.

Chaplaincy

Shepherd's Chapel is located on the first floor of the Shepherd Building and is always open. A non-denominational worship service is held every Sunday in the Auditorium from 1:30 - 2:30. To schedule a visit with one of our chaplains, call ext. 7328 (404-350-7328.)

Family Lounge

The Family Lounge is located on the sixth floor of the Marcus-Woodruff Building and is open from 8 a.m. to 9 p.m. daily. Families have access to computers and printers, wireless Internet access, coffee and vending machines, kids' corner, flat-screen TVs and DVDs are available for checkout. Free massages for families are available every Tuesday from 1 p.m. — 3 p.m. A complimentary brunch buffet is held on the last Monday of every month.

Garden

The garden is adjacent to the Therapeutic Recreation room on the first floor of the Shepherd Building. It is a great place for patients and families to relax and visit. Before taking a patient outside, please check with your charge nurse to make sure it is permitted.

Library

Patients and their family members can find information on spinal cord injuries, brain injuries, and other conditions in the hospital's library. It is located on the first floor of the Shepherd Building (near Piedmont Hospital Tunnel) and open 9-4, M-F; evening and weekend hours vary.

Newspapers

The *Atlanta Journal-Constitution* is available from a vending

machine outside the Shepherd Building entrance Monday – Friday. A courtesy paper is available Monday – Friday in the cafeteria and kiosk.

Notary Services

Notary Services are available. Contact Family Services at ext. 1351 (404-367-1351) for more information.

Parking

Parking is free for families and their guests. If you park in Woodruff Deck, the gate will automatically open. If you park in the Shepherd Deck, request a parking token at the Security desk on the first floor each time you leave the deck.

Please lock the doors to your vehicle. Remove all items from sight, including GPS, ipods, computer, etc. Also remove evidence of holders for these items.

Promotion Fitness Center

Immediate family members have free access to the ProMotion Fitness Center during certain hours. The Center is located on the Gym Level of the Marcus-Wodruff Building. Call ext. 7789 (404-350-7789) for more information.

Security

The Security Station is located on the first floor of the Marcus-Wodruff Building and can be reached at ext. 6000 (404-350-7449).

Smoking

Shepherd Center is a smoke-free hospital. Smoking is allowed only in the outdoor garden area adjacent to Peachtree Road and on the ground-level patio area, around the corner from the greenhouse, in the rear of the Shepherd Building. Smoking is not permitted in Family Housing apartments or stairwells (an approved smoking location is located on the North end of parking deck – the end farthest away from the elevators.)

Soda and Snack Machines

Soda and snack machines are located in the Family Lounge on the sixth floor and on the Gym Level of the Marcus-Wodruff

Building, and the third floor of the Shepherd Building. Consult the floor maps included in this booklet for locations.

Stamps/Mail

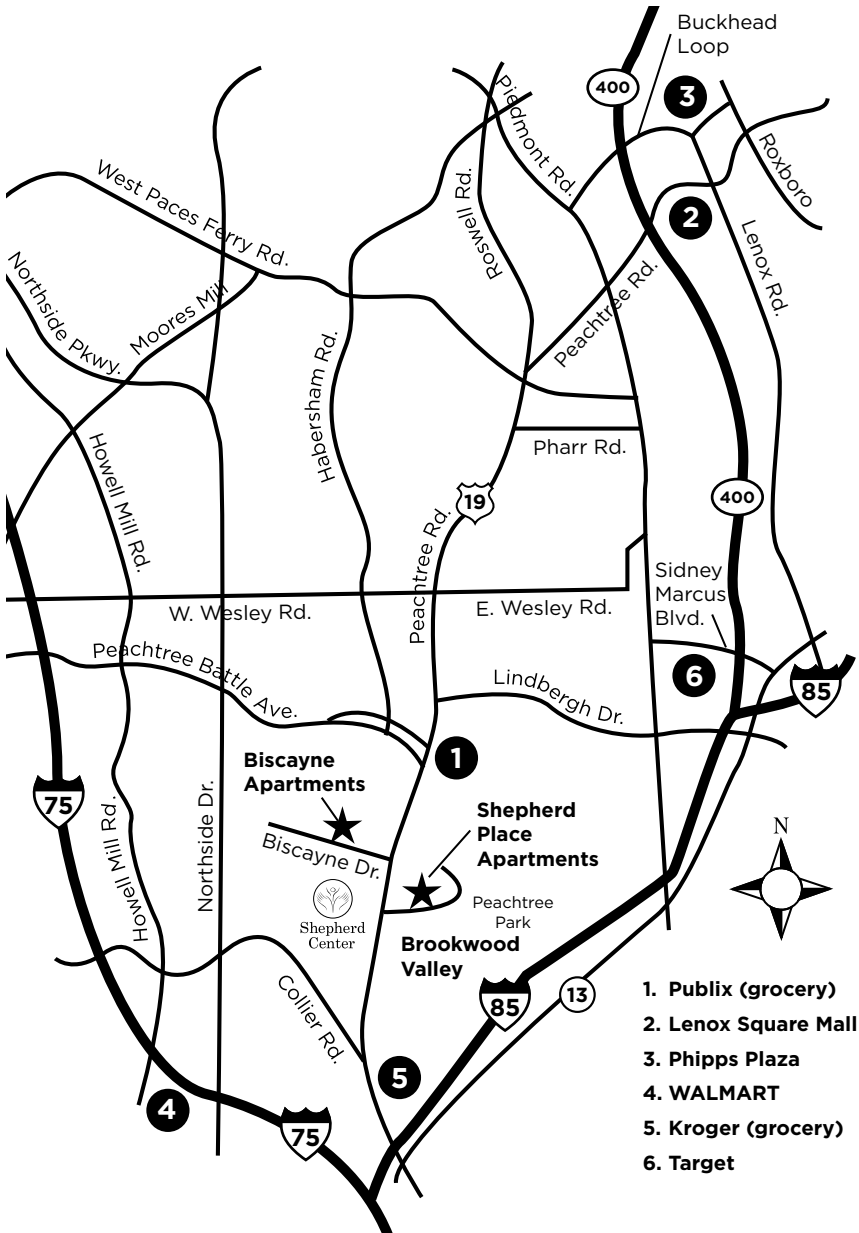
Postage stamps are available in the gift shop. The mailing address for inpatients who are located in a room at Shepherd Center is:

The patient's name
c/o Shepherd Center
2020 Peachtree Rd. NW
Atlanta, GA 30309

The mailing address for Day Program patients (or a family member) living in the Woodruff Family Residence Center (WFRC) is:

Name and WFRC Room # (if mail is addressed to a family member of the patient, include the patient's name in parentheses)
c/o Shepherd Center
2020 Peachtree Rd. NW
Atlanta, GA 30309

community map



community information

Banking

(ATM available next to Security on first floor)

Bank of America

367 Peachtree Rd..... 404-264-2860

SunTrust

2900 Peachtree Rd..... 404-504-3664

Wachovia

2204 Peachtree Rd. 404-350-6901

Childcare

A Friend of the Family..... 770-725-2748

Homestaff..... 404-364-0953

Cleaners/Laundry

Carriage Cleaners and Laundry

308 Pharr Rd..... 404-467-5200

Peachtree Cleaners and Laundry

1891 Peachtree Rd..... 404-352-0222

Roger's Cleaners

2025 Peachtree Rd..... 404-351-7272

Drug Stores

CVS

1943 Peachtree Rd..... 404-351-7629

RiteAid

2345 Peachtree Rd..... 404-233-2121

Walgreens

2893 Peachtree Rd..... 404-841-5605

Emergency Room

Piedmont Hospital

1968 Peachtree Rd..... 404-605-5000

Flowers and Gifts

Flowers Atlanta

2339 C Peachtree Rd. 404-233-9404

Brookhaven Buckhead Flowers
2905 Peachtree Rd..... 404-237-6351

Buckhead Wright’s Florist
2393 Peachtree Rd..... 404-233-5258

Gas Stations

BP
2193 Peachtree Rd..... 404-355-3323

Chevron
2331 Peachtree Rd..... 404- 237-9256

Texaco
1888 Peachtree Rd..... 404-603-8776

Groceries

Fresh Market
2099 Peachtree Rd..... 404-350-3211

Kroger
1745 Peachtree St..... 404-888-8756

Publix
2365 Peachtree Rd..... 404-869-6556

Health Clubs

Body Central Pilates
49 Bennett St..... 404-367-8216

L.A. Fitness
3232 Peachtree Rd..... 404-233-8311

Workout Anytime—Buckhead
2140 Peachtree Rd..... 404-355-7290

Hotels and Apartments

Shepherd Center has partnered with several nearby hotels and apartment complexes that offer competitive room rates for families of Shepherd patients. For a list of hotels, visit **shepherd.org/hotels** or **shepherd.org/apartments**, or call Family Support Services at 404-367-1351.

Libraries

Barnes and Noble Book Store

2900 Peachtree Rd. 404-261-7747

Borders Book Store

1745 Peachtree St. 404-810-9004

Buckhead Branch Public Library

269 Buckhead Ave. 404-814-3500

Places of Worship

Cathedral of Christ the King (Catholic)

2699 Peachtree Rd. 404-233-2145

Cathedral of St. Philip (Episcopal)

2744 Peachtree Rd. 404-365-1000

Covenant Presbyterian

2461 Peachtree Rd. 404-237-0363

Peachtree Road United Methodist

3180 Peachtree Rd. 404-266-2373

Second Ponce de Leon Baptist

2715 Peachtree Rd. 404-266-8111

The Temple (Reform)

1589 Peachtree Rd. 404-873-1731

Post Offices

There is a post office box outside the front entrance of Shepherd Center.

FedEx Office

3637 Peachtree Rd. 404-355-9143

UPS Store

2221 Peachtree Rd. 404-350-9177

U.S. Post Office

575 Pharr Rd. 404-869-4413

U.S. Post Office

1715 Howell Mill Rd. 404-351-6676

Restaurants

All restaurants listed below are located within one mile of Shepherd Center.

Uncle Julio's Casa Grande	
1860 Peachtree Rd.....	404-350-6767
Chic-Fil-A	
1901 Peachtree Rd.....	404-355-2004
Benihana Japanese Steakhouse	
2143 Peachtree Rd.....	404-355-8565
Houston's Restaurant	
2166 Peachtree Rd.....	404-351-2442
Panera Bread	
2274 Peachtree Rd.	404-351-7999
Mellow Mushroom	
1770 Peachtree Rd.....	404-687-4766
Georgia Grille	
2290 Peachtree Rd.....	404-352-3517
Mama Fu's Noodle House	
1935 Peachtree Rd.....	404-350-9999
Jimmy John's Gourmet Sandwiches	
1921 Peachtree Rd.	404-352-1111
Ted's Montana Grill	
1874 Peachtree Rd.	404-355-3897
Zoe's Kitchen	
2333 Peachtree Rd.....	404-233-9637

Salons

Free haircuts are provided to patients the last Tuesday of each month on the fifth floor of the Marcus-Woodruff Building in the therapy gym at 4:30 pm.

Ambrosia Salon	
1750 Howell Mill Rd.....	404-351-4896
Supercuts	
2278 Peachtree Rd.	404-605-0108
Salon 2E	
2140 Peachtree Rd.....	404-564-9100

Spa Sydell
1745 Peachtree St..... 404-255-7727

Shopping and Movie Theaters

Lenox Square Mall
3393 Peachtree Rd..... 404- 233-6767

Phipps Plaza Mall
3500 Peachtree Rd..... 404-262-0992

Walmart
1176 Howell Mill Rd..... 404-352-5252

Target
2539 Piedmont Rd..... 404-720-1081

Transportation

MARTA—Metro Atlanta Rapid Transit Authority (public
transportation system)..... 404-848-5000

Buckhead Safety Cab..... 404-875-3777

Amigo Taxi (Habla Español)..... 404-248-0106

Enterprise Rent a Car..... 404-351-7006

Avis Rent a Car..... 800-230-4898

The Atlanta Link (shuttle service)..... 404-524-3400

Accessible Van Rentals

Handicapped Drive..... 770-422-9674 (www.hdsrvans.com)

R&R Mobility..... 770-483-0767 (www.rrvan.com)

Urgent Care/Walk in Clinics

Piedmont Minor Emergency Clinic
3108 Piedmont Rd..... 404-237-1755

Perimeter Clinic
3867 Roswell Rd..... 678-904-5611

for shepherd pathways patients and families

COMMUNITY INFORMATION

Hospitals

Veterans Administration Medical Center 1670 Clairmont Rd.	404-321-6111
Dekalb Medical Center 2607 North Decatur Rd.	404-501-1000
Emory University Hospital 1364 Clifton Rd.	404-712-2000
Piedmont Hospital 1968 Peachtree Rd.	404-605-5000

Clinics

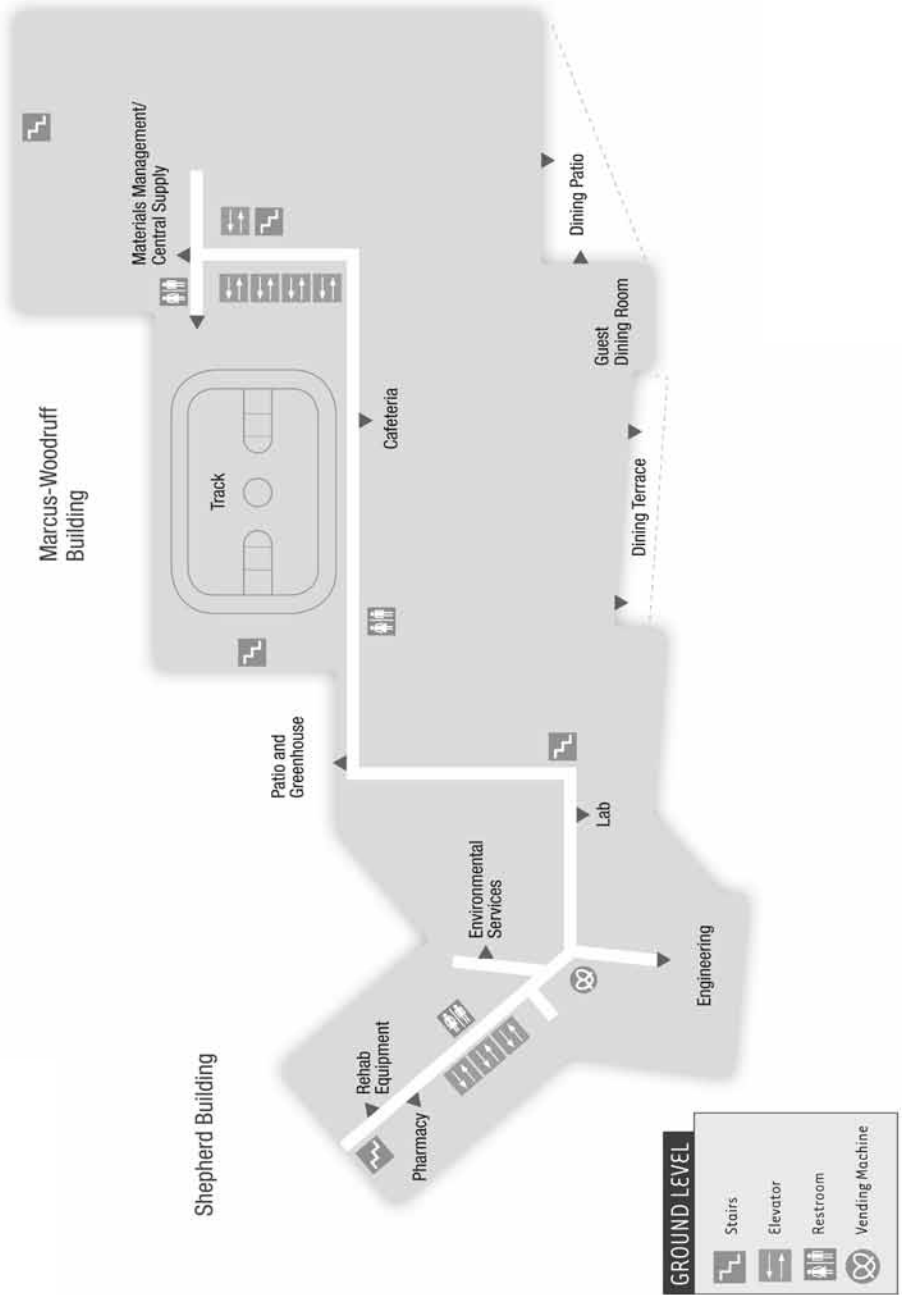
North Atlanta Urgent Care 2700 Clairmont Rd.	404-327-8744
Toco Hills Urgent Care 1276 McConnell Dr.	404-325-2100

Pharmacies

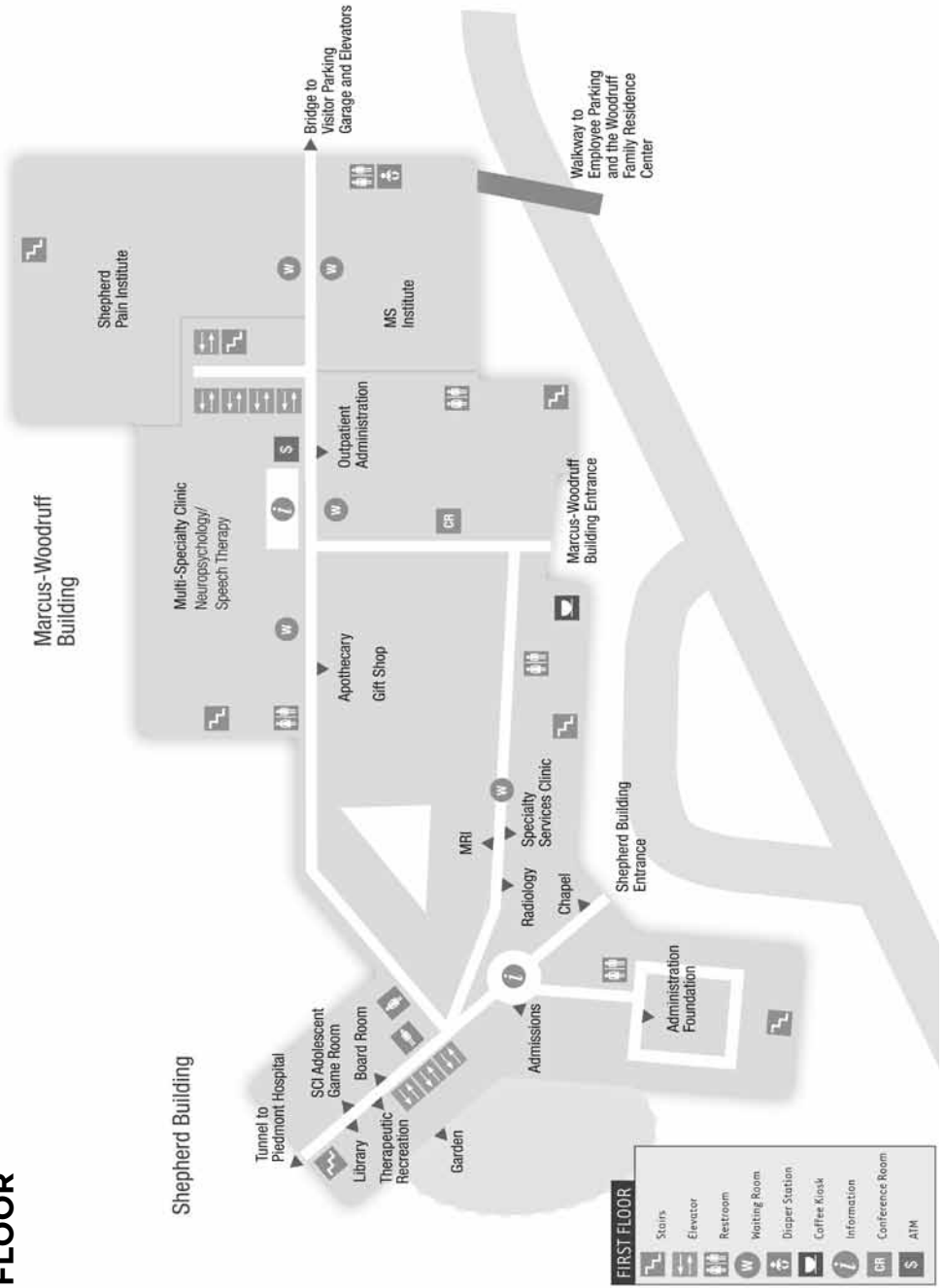
Publix Toco Hills 2969 North Druid Hills	404-638-6252
CVS 2830 North Druid Hills	404-679-4666
Kroger 2205 Lavista Rd.,	404-633-8694
Rite-Aid 2846 Lavista Rd.	404-633-0479

shepherd center floor maps

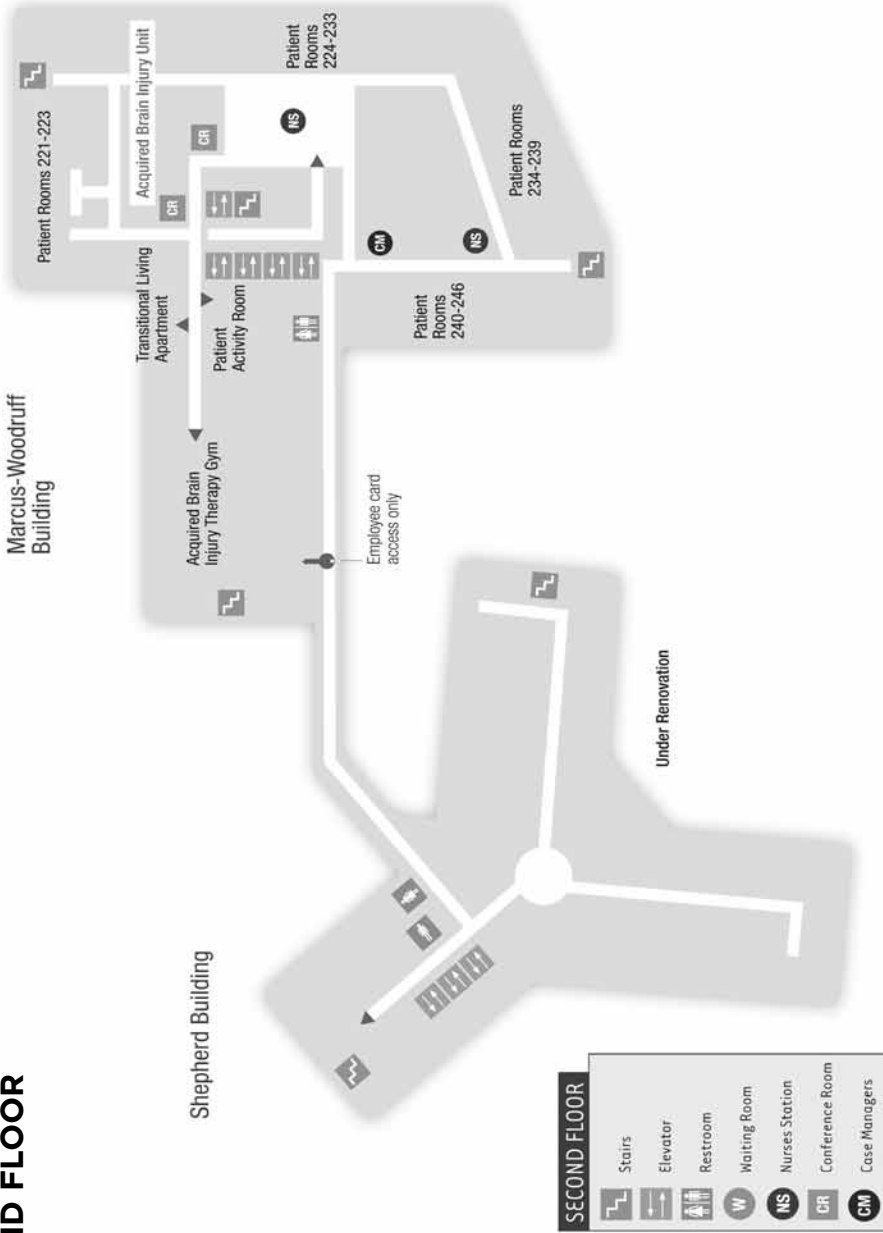
GROUND LEVEL



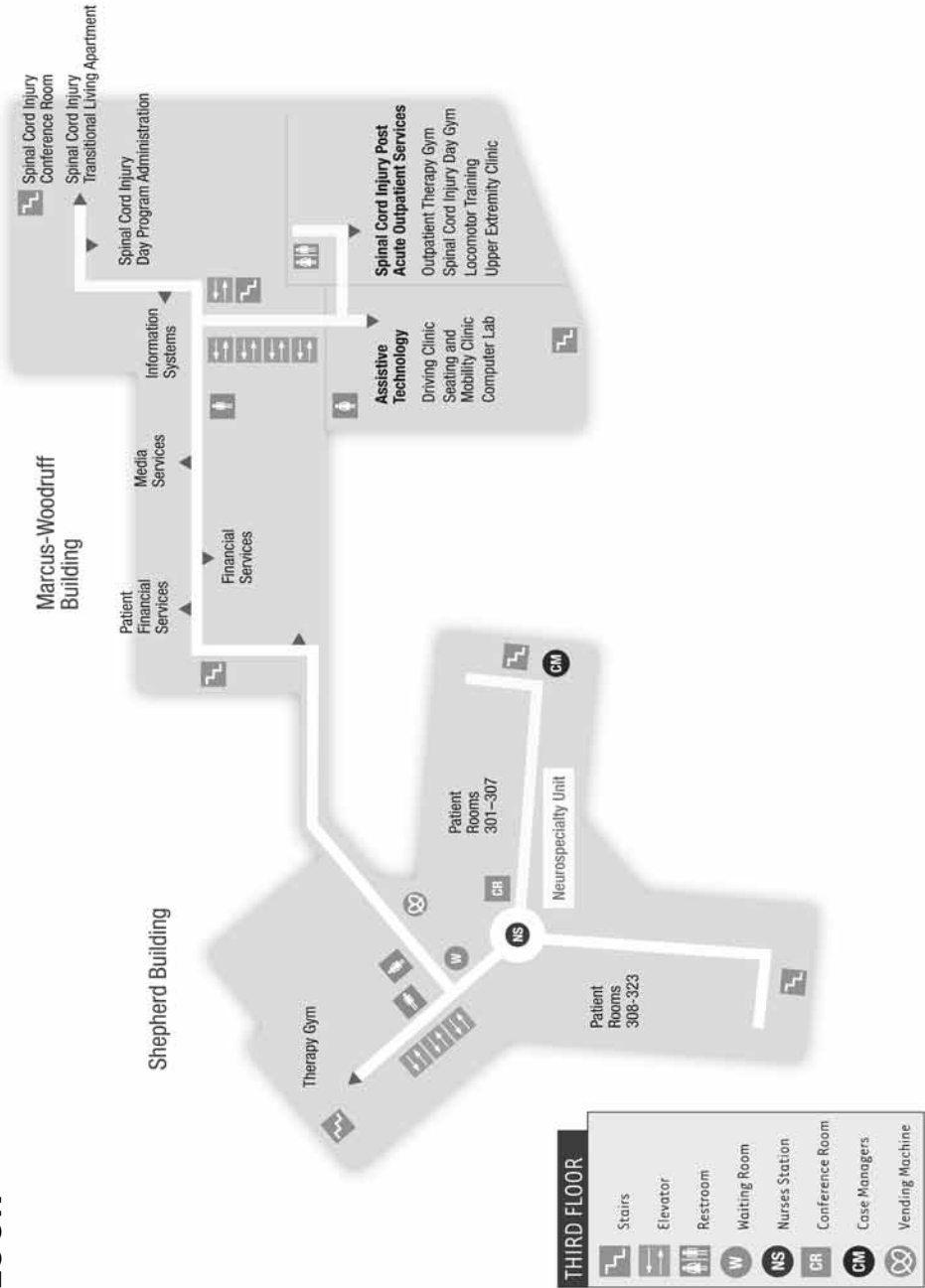
FIRST FLOOR



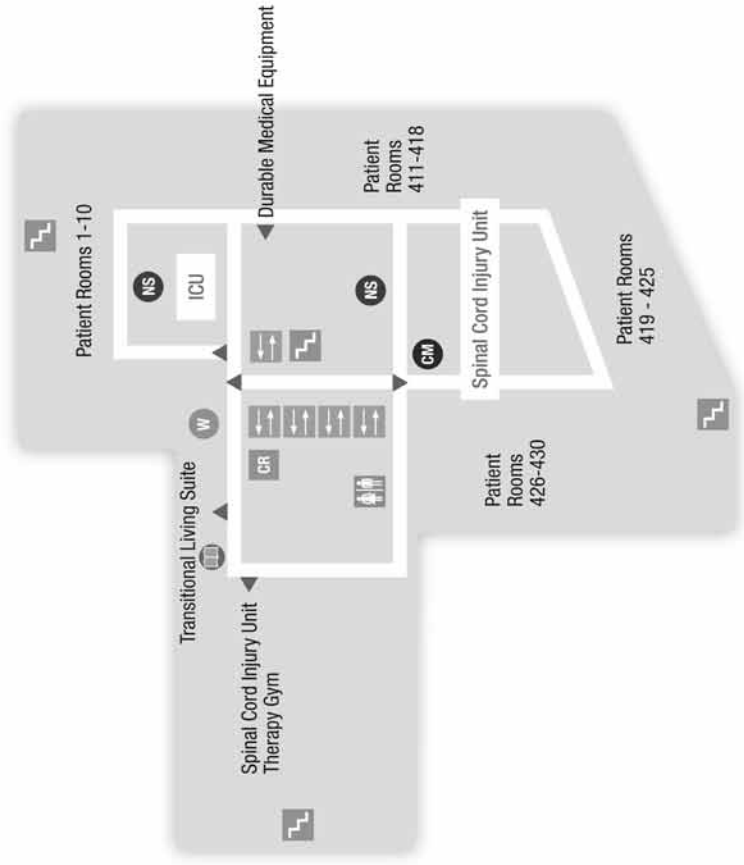
SECOND FLOOR



THIRD FLOOR



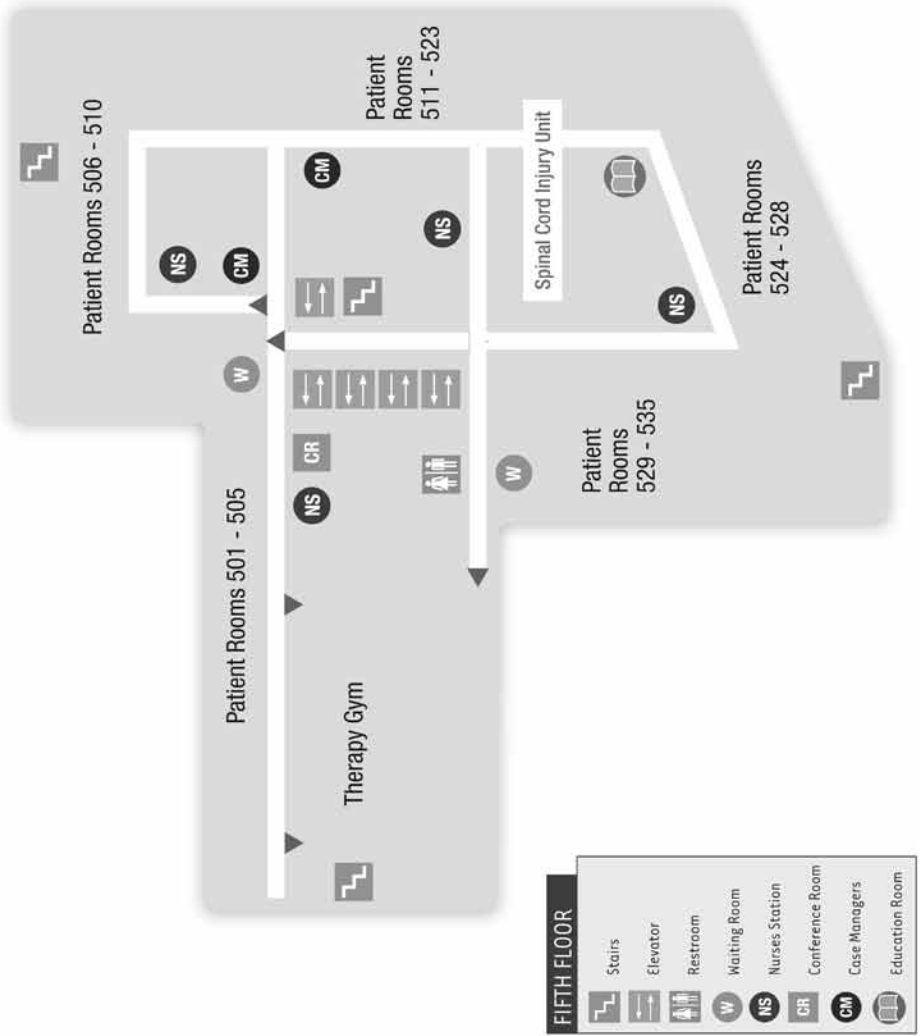
FOURTH FLOOR (MARCUS-WOODRUFF BUILDING)



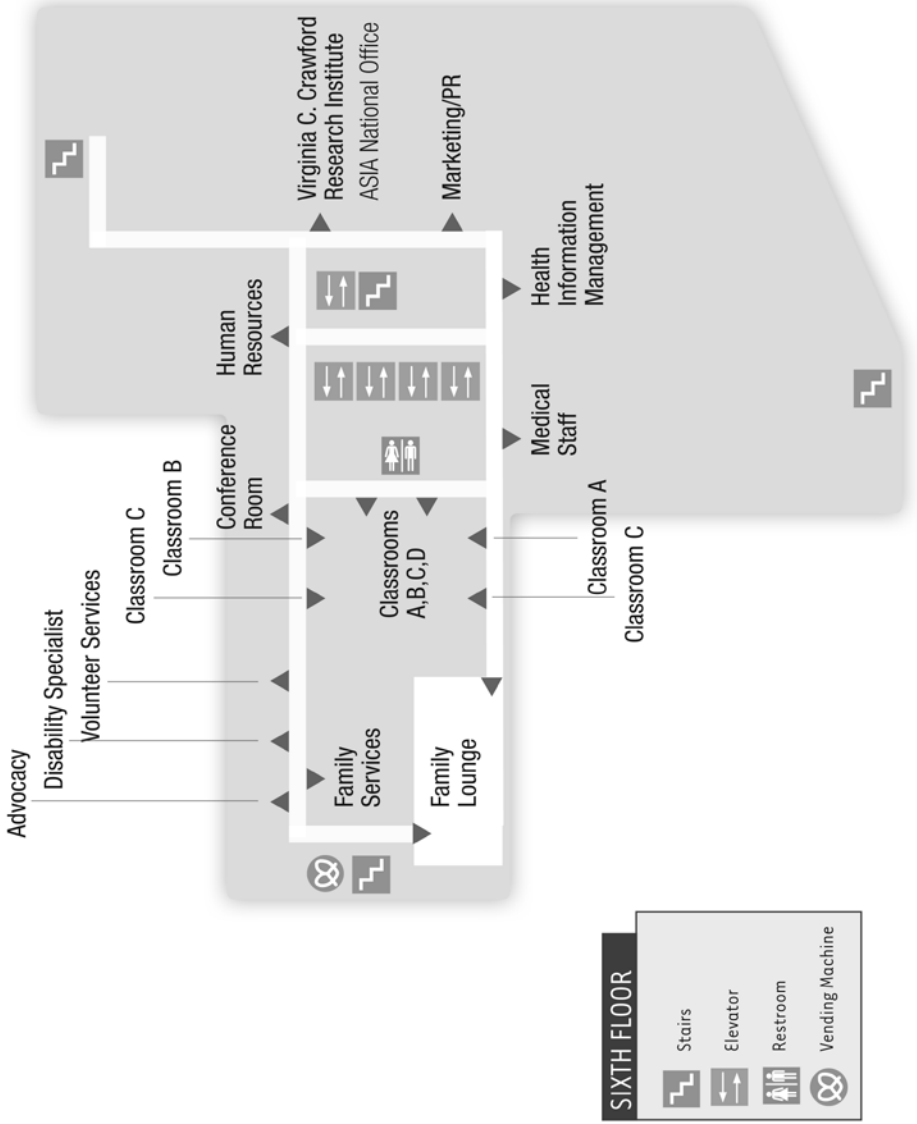
FOURTH FLOOR

- Stairs
- Elevator
- Restroom
- Waiting Room
- Nurses Station
- Conference Room
- Case Managers
- Education Room

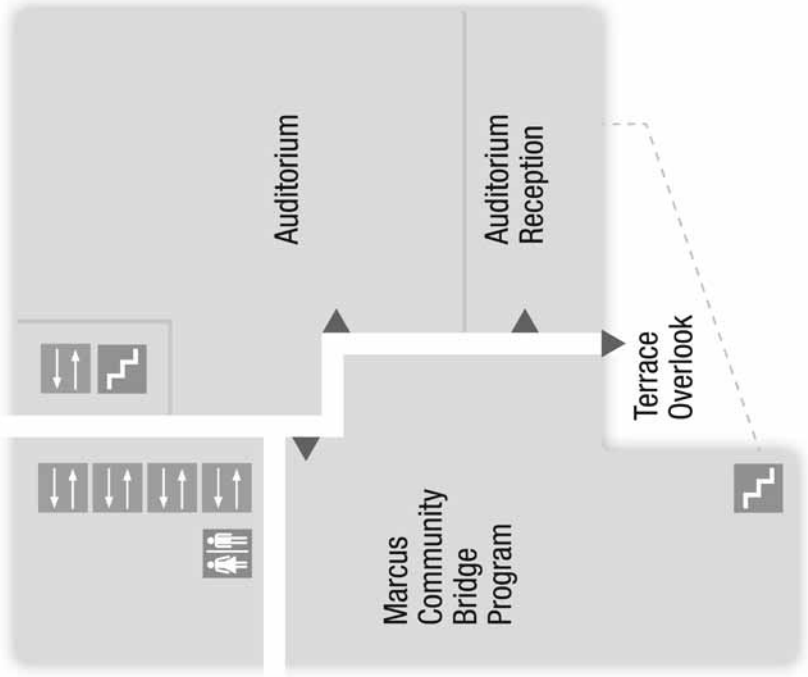
FIFTH FLOOR (MARCUS-WOODRUFF BUILDING)



MARCUS-WOODRUFF BUILDING SIXTH FLOOR



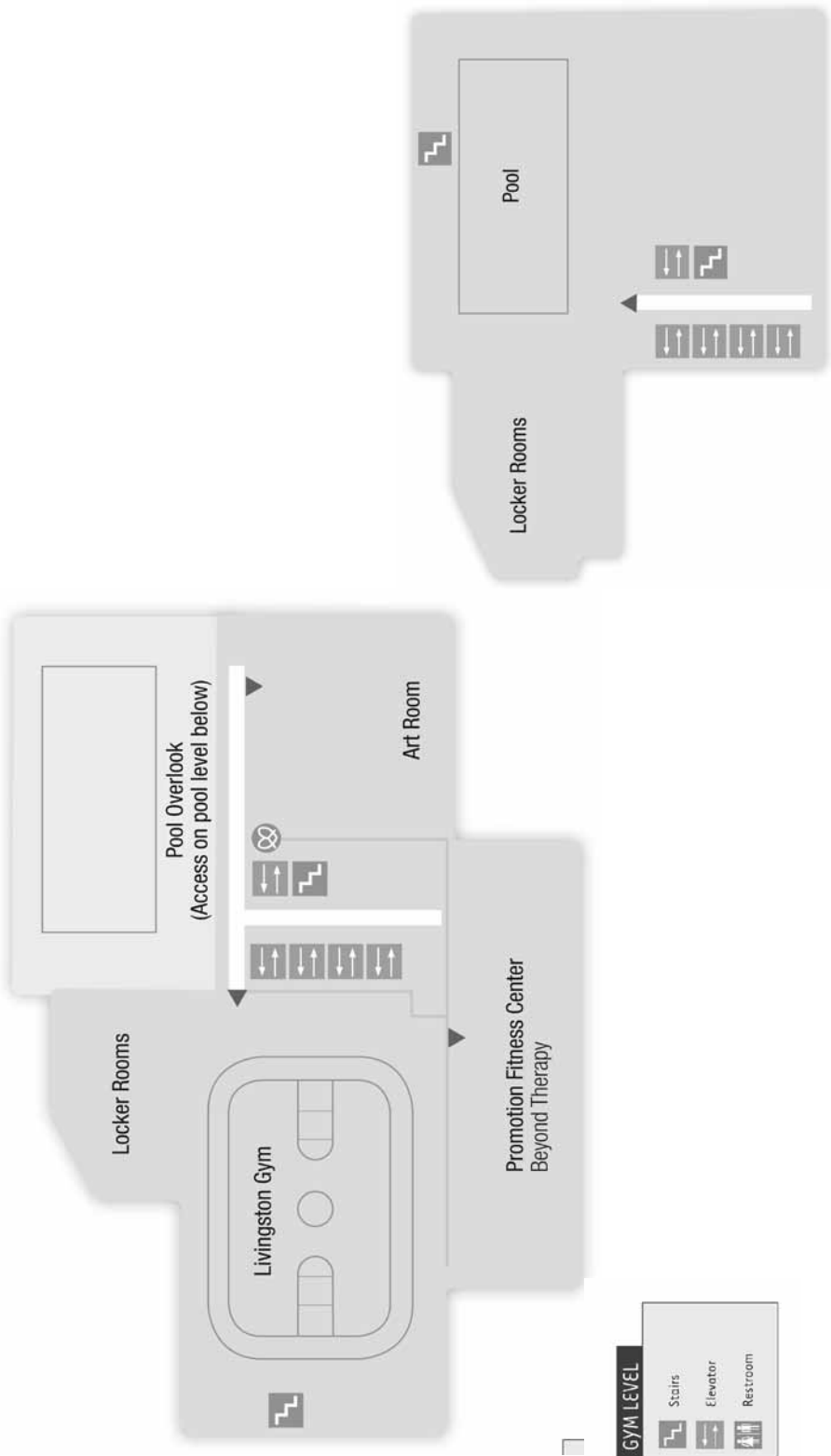
MARCUS-WOODRUFF BUILDING SEVENTH FLOOR



SEVENTH FLOOR

- Stairs
- Elevator
- Restroom

GYM & POOL LEVELS (MARCUS-WOODRUFF BUILDING)



directions to shepherd center

Shepherd Center is located at 2020 Peachtree Rd. N.W., next to Piedmont Hospital

FROM SOUTH OF ATLANTA

- Take I-75 North or I-85 North through downtown Atlanta via the I-75/85 Connector.
- Bear right at the “Y” onto I-75 North – Marietta/Chattanooga.
- Take first exit #252A - Northside Drive (Hwy. 41).
- Turn right onto Northside Dr. and continue for 1/2 mile.
- Turn right at the first light onto Collier Rd.; follow to dead-end.
- Turn left onto Peachtree Rd.; stay in left lane.
- Turn left at second light into Shepherd Center.

FROM NORTHWEST OF ATLANTA

- Take I-75 South to exit #252 Howell Mill Road/Northside Drive.
- On exit ramp, follow signs to Howell Mill Rd.
- Turn left onto Howell Mill Rd.
- At second traffic light, turn right onto Collier Rd.; follow to dead-end.
- Turn left onto Peachtree Rd.; stay in left lane.
- Turn left at second light into Shepherd Center.

FROM NORTH OF ATLANTA

- Take GA. 400 South to exit #2 Lenox Rd./Buckhead

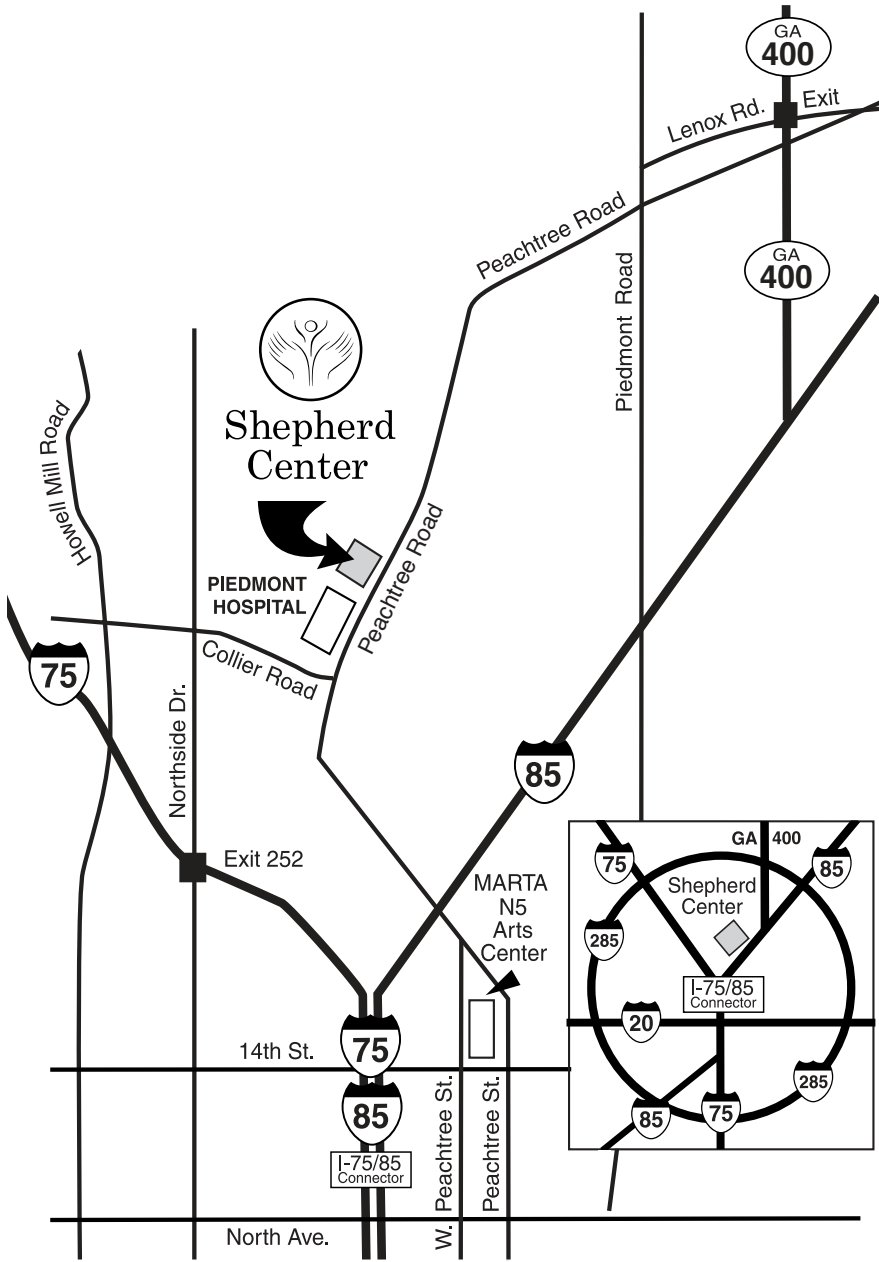
- Turn right at end of ramp.
- At second traffic light, turn left onto Piedmont Rd. south
- Merge into right lane.
- At second traffic light, turn right onto Peachtree Rd.; continue for 3 miles.
- Turn right into Shepherd Center.

FROM NORTHEAST OF ATLANTA

- Take I-85 South to exit #86 Hwy. 13 South/Peachtree St.
- Follow ramp for approx. 3 miles.
- Pass the exit ramp for I-75/I-85 South.
- Bear right onto next exit ramp for U.S. 19/ N.Peachtree St./ Buckhead.
- Turn right onto Peachtree St.; go approx. 1 mile.
- Turn left at seventh traffic light into Shepherd Center.

FROM PUBLIC TRANSPORTATION (MARTA)

- From Arts Center Station, N5, take bus #23, which travels north on Peachtree St.
- About 1.5 miles north of the Arts Center Station, exit the bus at traffic light beside the digital “Atlanta Population Now” sign. You will be directly across the street from Shepherd Center.



FOR DIRECTIONS BY PHONE call 404-350-7600

FOR GENERAL INFORMATION call our main number

at 404-352-2020 or visit our website at: www.shepherd.org.

directions to shepherd pathways

Shepherd Pathways is an outpatient, day program and residential rehabilitation facility for individuals with acquired brain injury located at 1942 Clairmont Road, Decatur, GA.

FROM SOUTH OF ATLANTA

- Follow I-75 North or I-85 North through downtown Atlanta via the I-75/I-85 connector.
- Bear left at the fork continuing on I-85 North toward Greenville.
- Take exit #91 Clairmont Rd. and turn right toward Decatur.
- Follow Clairmont Rd. through three major intersections – the third is North Druid Hills Rd.
- Cross over North Druid Hills Rd. and turn right into the second driveway on the right.

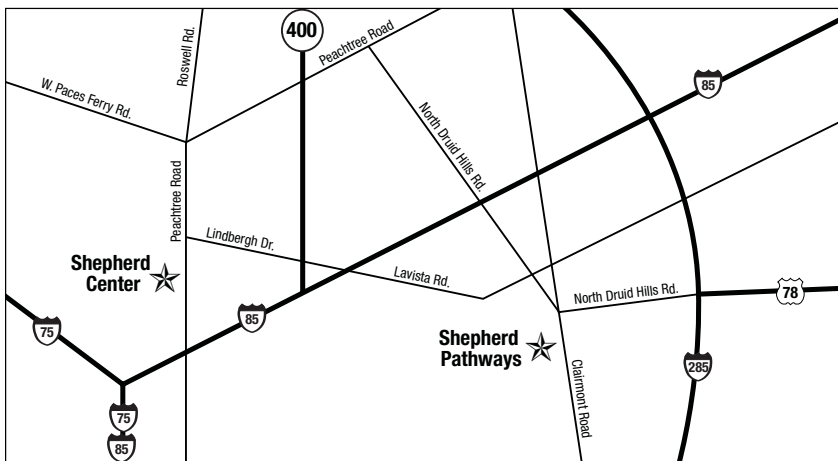
- Follow Clairmont Rd. through three major intersections – the third is North Druid Hills Rd.
- Cross over North Druid Hills Rd. and turn right into the second driveway on the right.

FROM I-285

- Take I-285 East to Exit #39A Decatur/Atlanta - Highway 78 West - Stone Mountain Freeway toward Decatur.
- Take exit #1 Valley Brook Rd./North Druid Hills Rd. and bear to the right.
- Continue on North Druid Hills Rd. for two miles to the next major intersection, which is Clairmont Rd..
- Turn left on Clairmont Rd..
- Turn right into the second driveway on the right.

FROM NORTHEAST OF ATLANTA

- Take I-85 South to exit #91 Clairmont Rd./Decatur.
- Turn left onto Clairmont Rd. (do not take I-85 Access Rd.).



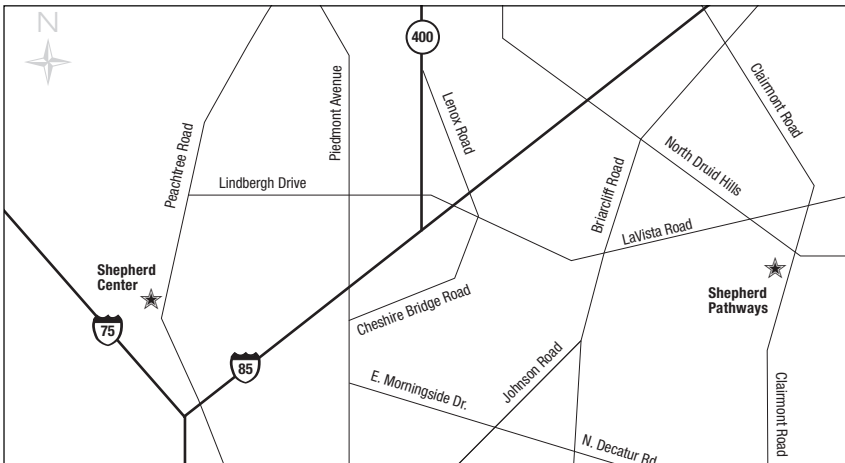
directions from shepherd center to shepherd pathways

VIA INTERSTATE (9.2 MILES)

- Turn right out of Shepherd Center's driveway onto Peachtree Rd. (going south).
- Continue approximately one mile. Stay to the left as you cross the bridge over I-85 and at the stop light turn left onto GA-13 north ramp toward Buford Hwy/I-85 North.
- Merge onto I-85 North and take exit 91 Clairmont Rd./Decatur.
- Turn right toward Decatur.
- Follow Clairmont Rd. through three major intersections — the third is North Druid Hills Rd.
- Cross intersection and turn right into the second driveway on the right after the intersection.

VIA SURFACE STREETS (6.1 MILES)

- Turn left out of Shepherd Center's driveway onto Peachtree Rd. (going north).
- Continue about one mile and turn right onto Lindbergh Drive.
- Continue on Lindbergh Drive for nearly four miles until you reach North Druid Hills Rd.. (Lindbergh Drive becomes LaVista Rd. after passing over Cheshire Bridge Rd.).
- Turn right onto North Druid Hills Rd.
- Make a slight right toward Clairmont Rd. and take a right on Clairmont Rd.
- Make a right into the second driveway on the right.



WOODRUFF FAMILY RESIDENCE CENTER TELEVISION CHANNEL LISTING

3	Shepherd Content	36	WAL
4	Cartoon Network	37	SPIKE
6	Comedy Central	38	Speed
7	College Sports	39	WE
8	Fox News	40	TWC
9	FX	41	ESPN2
10	History Channel	43	ESPNNews
12	Lifetime	44	ESPN Classic
13	Military Channel	45	NASA
19	National Geographic	46	Daystar
20	TLC	47	NSU/ICU
21	SciFi	48	SCI 3
22	WSB TV (ABC)	49	SCI 2
23	WAGA FOX 5	50	ABI
24	WGNX (CBS)	51	SC Patient Education
25	WXIA (NBC)	52	Relaxation Channel
26	WTBS		
27	USA		
28	TNT		
29	Discovery Channel		
30	American Movie Classics		
31	ESPN		
32	CNN		
33	Univision		
34	WUVM		
35	WGTV		