

How to Make an Inpatient Referral to Shepherd Center

Fact Sheet

At Shepherd Center, our team approach starts the moment you call. Our staff of access case managers can assess patients anywhere in the United States within 24 hours of referral on business days. We offer this service free of charge and often serve as the referring hospital's primary educator and resource for family members.

We will help you through this with an action plan that identifies important next steps for your family to take.

Contact Our Admissions Department

Please contact our Admissions Department to refer a patient with a catastrophic spinal cord injury, acquired brain injury or neuromuscular diagnosis.

1-800-SHEPHERD (800-743-7437) or 404-350-7345 (within metro Atlanta area), or fax 404-603-4504. (8 a.m. – 4:30 p.m. Monday – Friday).

By Email:

Email admissions at admissions@shepherd.org.

Online:

Make a referral for a newly or recently injured person at shepherd.org/admissions.

You will be asked for basic information. Please be prepared to answer questions regarding:

- Patient's current location
- Potential date of transfer
- The individual's date of injury or onset of illness
- The level of injury or type of illness
- Other medical history
- Individual's assigned case manager/discharge planner
- Insurance provider, policy number and customer service number
- If no medical coverage is available, you will be able to speak with a financial counselor

Admissions Process

The admissions process includes the assessment of the medical, clinical and psychosocial needs of each patient and family to ensure the most appropriate level of care. The initial assessment process may be completed by phone or on-site visit by a Shepherd Center clinical evaluator.

Workers' Compensation

Patients who are seeking admission to Shepherd Center under workers' compensation and need assistance or information may contact **Debbie Westbrook** at **404-350-7345** or debbie.westbrook@shepherd.org.

Diagnoses Treated at Shepherd Center

Shepherd Center offers acute medical and rehabilitation treatment to patients with a new injury or a recent onset of illness for the following diagnoses:

- Traumatic spinal cord injury for patients age 12 and older that has resulted in paraplegia, tetraplegia, and high tetraplegia (including ventilator-dependent patients)
- Acquired brain injury for patients age 12 and older (including traumatic brain injury, encephalitis, anoxia, tumor and stroke patients up to age 65) and patients who are semi-comatose or minimally conscious
- Dual diagnosis (spinal cord and acquired brain injury)
- Non-traumatic spinal cord injury, such as spinal cord infarction, aneurysm
- Multiple sclerosis
- Transverse myelitis
- Guillian-Barré syndrome
- Spinal tumors

Medical complications arising from any of these conditions, such as:

- Scoliosis
- Complications associated with spinal cord and brain injury
- Wound/skin care
- Septicemia
- Urinary tract infection
- Pneumonia and other pulmonary disorders
- Symptoms of neurogenic bladder
- Unstable spinal column (non-neuro deficit)
- Pain, spasticity and restorative procedures for better hand function, and bladder and bowel control

Visit Shepherd Center online at shepherd.org.



Shepherd Center

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