

Seeking Help for Teenager in an Accident

A mother of a 17-year-old boy calls the I&R center. She explains her son sustained an injury during a lacrosse game and “broke his back.” He is at the local trauma center and the doctors told her that her son would be discharged soon and will need to go to a rehabilitation center. She expresses concern because she doesn’t know which rehab center to pick and doesn’t want him to miss the school year. She also stated her son won’t accept his injury and is shunning his friends.

The I&R specialist starts by gathering information about the teenager (level of spinal cord injury, trauma center location, demographic information) and provides an overview of the type of injury and what the next steps are:

1. She will provide a referral to CARF and suggests to search under “Spinal Cord Injury System of Care” for local accredited rehab centers.
2. She will provide information about Spinal Cord Injury Model Centers.
3. She will provide a New Injury package containing information about Spinal Cord Injury, Expected Outcomes for his Level of Injury, Rehabilitation documents, Rehabilitation Checklist, Secondary Conditions documents, State Disability Resources document, etc.
4. She will provide a Paralysis Resource Guide and point out relevant sections.
5. She will provide a referral to the Peer and Family Support Program for a mentor.
6. She will provide referral to HelpHopeLive and insurance & financial resources.
7. She will recommend to contact her son’s school district and request a referral to the Vocational Rehabilitation Program.

The I&R specialist will document contact in the database and create a follow up to check on the mother and son in 2 weeks to check that they received information/ found it useful and provide additional resources, as needed.