



is a Distinct Part Unit of Beacham Memorial Hospital

PATIENT HANDBOOK

“A bird sitting on a tree is never afraid of the branch breaking because its trust is not on the branch, but on its own wings.”

***ALWAYS BELIEVE IN
YOURSELF, YOU HAVE THE
FREEDOM TO CHOOSE!***



TABLE OF CONTENTS

<p>WELCOME AND SUPPORT FROM LEADERSHIP!.....3</p> <p>PROGRAM VISION AND MISSION STATEMENTS4</p> <p style="padding-left: 20px;">CAMERA MONITORING.....4</p> <p style="padding-left: 20px;">COMMUNITY LIVING WHILE IN PROGRAM.....4</p> <p style="padding-left: 20px;">CONFIDENTIALITY4</p> <p style="padding-left: 20px;">CONSENT FORMS.....5</p> <p style="padding-left: 20px;">JEWELRY AND VALUABLE ITEMS5</p> <p style="padding-left: 20px;">RESPONSIBILITY OF PATIENT DENTURES.....5</p> <p style="padding-left: 20px;">LAUNDRY AND LINEN5</p> <p style="padding-left: 20px;">LOCKED DOORS5</p> <p style="padding-left: 20px;">PERSONAL MAIL / GIFTS.....5</p> <p style="padding-left: 20px;">MEAL TIMES.....5</p> <p style="padding-left: 20px;">MEDICATION ADMINISTRATION5</p> <p style="padding-left: 20px;">SAFETY6</p> <p style="padding-left: 20px;">RESTRICTED RISK ITEMS.....6</p> <p style="padding-left: 20px;">PERSONAL POSSESSIONS / BELONGINGS.....7</p> <p style="padding-left: 20px;">EYEGASSES AND HEARING AIDS.....7</p> <p style="padding-left: 20px;">PERSONAL APPEARANCE / GROOMING7</p> <p style="padding-left: 20px;">PATIENT RIGHTS.....7</p> <p style="padding-left: 20px;">PATIENT RESPONSIBILITIES9</p> <p style="padding-left: 20px;">RELATIONSHIPS.....9</p> <p style="padding-left: 20px;">YOUR ROOM / ROOMMATE.....9</p> <p style="padding-left: 20px;">SMOKING10</p> <p style="padding-left: 20px;">SPIRITUAL SERVICES / CARE.....10</p> <p style="padding-left: 20px;">TELEPHONE CALLS / USE.....10</p> <p style="padding-left: 20px;">TELEVISION / RADIO.....10</p> <p style="padding-left: 20px;">VISITING10</p> <p>GETTING TO KNOW YOUR TREATMENT AND PROVIDERS...11</p> <p style="padding-left: 20px;">TREATMENT MODALITIES.....11</p> <p style="padding-left: 40px;">GROUP THERAPY11</p> <p style="padding-left: 40px;">REMINISCENT THERAPY GROUP11</p>	<p>LIFE SKILLS MANAGEMENT GROUP 11</p> <p>RELAPSE PREVENTION GROUP 11</p> <p>SOLUTION FOCUS GROUPS 12</p> <p>GRIEF AND LOSS..... 12</p> <p>RELATIONSHIPS 12</p> <p>SPIRITUALITY 12</p> <p>THERAPEUTIC RECREATION GROUPS 12</p> <p>SENSORIMOTOR GROUP 12</p> <p>LEISURE SKILLS DEVELOPMENT 12</p> <p>COGNITIVE GROUPS..... 12</p> <p>COPING SKILLS GROUP 12</p> <p>INDIVIDUAL THERAPY..... 12</p> <p>FAMILY THERAPY 12</p> <p>MEDICATION MANAGEMENT..... 12</p> <p>ASSIGNED THERAPEUTIC DUTIES OF PATIENTS 12</p> <p>PROVIDERS..... 12</p> <p style="padding-left: 20px;">PSYCHIATRIST 12</p> <p style="padding-left: 20px;">NURSE 13</p> <p style="padding-left: 20px;">MENTAL HEALTH TECHNICIAN 13</p> <p style="padding-left: 20px;">SOCIAL WORKER..... 14</p> <p style="padding-left: 20px;">HEALTHCARE DILEMMA 14</p> <p style="padding-left: 20px;">CONCERNS DURING YOUR HOSPITALIZATION..... 14</p> <p style="padding-left: 20px;">DISCHARGE PLANNER..... 15</p> <p style="padding-left: 20px;">ACTIVITY THERAPIST..... 15</p> <p style="padding-left: 20px;">OTHER TREATMENT PROVIDERS OR STAFF 15</p> <p style="padding-left: 20px;">AFTERCARE 16</p> <p>ENDING YOUR HOSPITALIZATION..... 16</p> <p style="padding-left: 20px;">YOUR BILL 16</p> <p style="padding-left: 20px;">PROFESSIONAL PHYSICIAN BILLINGS 17</p> <p style="padding-left: 20px;">GOING HOME 17</p> <p style="padding-left: 20px;">AT HOME..... 17</p>
---	--

WELCOME AND SUPPORT FROM LEADERSHIP!

We welcome you to Beacham Memorial's Geriatric Behavioral DPU (Distinct Part Unit) Program. Freedom Behavioral is a specialized behavioral program that offers individuals acute care psychiatric services located within a medical hospital setting. It is our objective to provide the highest level of quality care, patient satisfaction and customer service to you and your family. As leaders of the organization we strive daily to exceed the expectations of our patients and their family members each and every day.

It is our hope, that your experience here is nothing less than excellent, and that the people who will be caring for you or your loved one service you with the best in customer care and communication throughout your stay. It is important for you to understand and participate in your own healthcare decisions. When you are informed, understand and participate in your treatment there are many direct benefits to you.

We would very much appreciate your comments, needs, compliments and suggestions regarding our program to be sent to our confidential "CEO wants to know website" ceowtk@freedomhealthcare.org. Your feedback is vital to us as we strive to continue to improve processes and provide you with compassionate, quality healthcare with the highest level of customer service. We hope that you will consider utilizing us for your future behavioral healthcare needs should you or your loved one ever need help or assistance again.

Jason Reed, CEO

PROGRAM VISION AND MISSION STATEMENTS

Vision:

"We are striving to be the first choice in excellent behavioral healthcare services to the communities we serve."

Mission:

"Our Mission is to advocate compassionate healthcare and improve the lives of those we serve."

OUR PROGRAM

THE UNIT

The unit has been set up to provide a safe environment where you can heal from recent life events and recover from your symptoms. Keeping the unit safe and comfortable requires a cooperative relationship between all staff and patients on the unit. It also requires knowledge of, and adhering to unit rules. The following information will help you understand what you can expect and what we expect from you while you are part of our program.

CAMERA MONITORING

Cameras monitor some areas of the unit to maintain safety.

COMMUNITY LIVING WHILE IN PROGRAM

The unit you are assigned to is your temporary home and the home for patients who share this area with you. We ask that you listen, respect and work with all concerned to keep the environment positive, the area clean and presentable for all who are participating. We have housekeeping services for major cleaning jobs such as floors and restrooms. All patients and staff are responsible for generally keeping the unit presentable and a pleasant place to stay. You can help by:

While On the unit

- *Being gentle with the furniture and supplies on the unit.*
- *Keeping the shared space clean and neat.*
- *Picking up your personal belongings and supplies.*
- *Wiping up spills.*
- *Informing staff if anything needs repair or replacement.*

For the community

- *Wearing clean clothing and bathing/washing regularly.*
- *Dressing appropriately in street clothes when out of the unit.*
- *Respecting quiet times and quiet areas.*
- *Being respectful of privacy needs.*
- *Being calm and polite during interactions.*
- *Understanding of the need to share space and materials with others on the unit and avoid monopolizing these.*
- *Exploring with staff any skills you may need to cope with differences or symptoms in others.*
- *Seeking out staff if you feel unsafe and reporting your concerns.*

It is our desire to work together to provide a safe, supportive, comfortable and pleasant environment.

CONFIDENTIALITY

Your treatment is kept confidential. Only those directly involved in your treatment will have access to your information. You may be asked to sign authorization forms so that we can reassure your family of your welfare.

The nurses station desk, the medication cart, and conference rooms are areas where confidential information is frequently addressed between staff or with patients. Due to this, we ask that you keep these areas clear to help avoid personal information from being overheard.

CONSENT FORMS

You (or your Representative) will be asked to sign consent forms for treatment and potential diagnostic testing. The plan for treatment consent will be explained by the Admissions Coordinator or Admitting Nurse.

JEWELRY AND VALUABLE ITEMS

We recommend you send extra money, jewelry and other valuables home with a family member or friend. If this isn't possible we can store them for you in our Security Department. You are responsible for all your belongings. The hospital is not responsible for lost or stolen items unless they are locked in security.

RESPONSIBILITY OF PATIENT DENTURES

Dentures are very hard to account for every second of someone's stay. Due to the nature of the patients we serve it is our policy that the hospital is not the responsible party to ensure that dentures that come to the program are tracked throughout your stay, you or your family should assess the need and if the need is required ensure that the dentures are identified so that you or your loved one can keep track of their dentures. The facility will put forth best efforts in assisting the patient in keeping track of but is NOT responsible for patient dentures.

LAUNDRY AND LINEN

A washer and dryer are available on each unit. Detergent will be provided. Facilities are available upon request from 7:30 a.m. to 10 p.m., but will be closed during any scheduled activity. It is highly recommended that you plan ahead for your laundry needs. Washing machines on the unit take a long time to cycle. Also, there are 18 patients sharing a single washer and dryer. Because of this, there may be a delay in the ability to wash your clothing. Your linen will be changed no less than daily. Staff is available to assist and wash laundry if needed.

LOCKED DOORS

As part of our commitment to maintain a safe and confidential environment, the doors to the unit are locked at all times. Patients may not leave the unit unless they have off-unit privileges ordered by their psychiatrist and are accompanied by staff. Off-unit privileges can be given to you once you are off all precautions, but only by a physician. You must display the ability to consistently control your behavior, following directions when needed. You also must be actively involved in your therapy groups and interact in a socially appropriate manner. You may discuss your readiness with your staff. Your doctor must write an order for you to receive the privilege.

PERSONAL MAIL / GIFTS

Mail, flowers, and gifts will be delivered to you as they are received, or forwarded to your home after you leave. Please check the sharps and restricted items list to ensure these items can remain on the unit. Flowers must be in plastic containers, and cannot include wire, ribbon, or any sharp items.

MEAL TIMES

There is a Registered Dietitian available to assist you in planning your meals. Diet instruction and nutritional counseling will be provided with your physician's approval. If you would like to speak to a Registered Dietitian, please ask your nurse. All meals are served in the dining room on each unit. Breakfast is served at approximately 7:30 a.m., lunch at approximately noon and dinner at approximately 5 p.m. A small snack is served in the evenings. Food and Nutrition Services delivers in plastic trays and utensils, once your meal is complete staff will collect your tray. Menus are determined in advance and may be changed by the physician on an individual basis. Please be sure to inform the staff of any food allergies, special diets, ethnic restrictions or preferences. We would be happy to help you.

MEDICATION ADMINISTRATION

For your safety and protection, only medicines approved by your physician and supplied by our Pharmacy will be given to you during your stay. Your nurse will ask you questions concerning your past responses to medications and any allergies you may have. You may be asked to wear an allergy bracelet, which alerts all caregivers to your allergies.

Please give your nurse a list of all medications and herbal supplements you are taking, including dosage and times. Your nurse will review these with your physician who will make a decision on which medications you should continue to take during your hospitalization. Your nurse will bring your medication to you as ordered by your physician. All medications you may have brought with you, including aspirin, should be returned home as they can interfere or interact with tests or medicines ordered for your treatment.

Medications are given out by the medication nurse at designated times. Medications are usually taken in the morning, afternoon and evening, depending what your doctor prescribes. There may be times when your doctor may order extra medications for you on an as-needed basis, to help manage the symptoms of your illness. These require assessment by the treatment staff before they are administered. Please work with your staff regarding this. Remember, the only medications that can be taken are the medications ordered by your doctor. Please do not have your family/friends bring in medications. This could seriously compromise your health and safety.

Take your medications as prescribed. If you have questions or concerns, please discuss these with your doctor and nurse. If you choose not to take a medication, clearly tell the nurse. This will ensure that you and the doctor can accurately assess your response to the medications you are being prescribed. Do not hide medications in the trash or on the unit. This could harm or be fatal to another patient.

SAFETY

The unfamiliar environment, new medications, and various aspects of illness can make people more prone to falls.

Please help us ensure your safety by:

- *Pausing until you feel stable before continuing when rising to a sitting or standing position.*
- *Always wearing non-skid slippers or shoes.*
- *Bringing in assistive devices such as hearing aids, glasses and canes.*
- *Keeping pathways clear.*
- *Using lights when ambulating in areas.*

Never hesitate to ask for assistance. If a fall occurs, report it immediately to a staff member. Ask staff to assist you with reviewing the events leading up to this, and problem-solve ways to ensure your future safety.

RESTRICTED RISK ITEMS

For safety reasons, the use of some items is limited. These items are kept locked up by staff. They are generally available only upon request and during bathing and grooming times. Outside of regular scheduled times you will need to speak with staff about any special needs. Staff will determine if unit safety and responsibilities can be met while accommodating your need. We will do our best but ask that you limit special needs. Certain items are not allowed on the units at any time for safety reasons.

These include, but are not limited to:

- *Lighters and matches.*
- *Glass containers and aerosols of any kind.*
- *Some clothing items such as heavy boots, shoelaces, belts, drawstrings in pants, robe belts, unbuttoned shirts, bare midriffs, short shorts, high heels, Spandex and tank tops without additional coverage are not permitted.*
- *Spiral notebooks.*
- *Magazines, pictures or books.*
- *Metal items or any item the staff determines is inappropriate, sharp or could cause harm.*

Electrical items are not allowed. They include but are not limited to:

- *Blow dryers*
- *Curling irons*
- *Radios*

- CD players
- MP3 players (iPods)
- Televisions
- Battery operated equipment
- Cameras
- Tape recorders
- Fans

Food items:

Individually wrapped gum and hard candy are allowed on the unit in limited quantities but kept by nurse until requested. Special dietary needs outside of physician orders will be accommodated when possible. Please let the staff know if you have special needs.

PERSONAL POSSESSIONS / BELONGINGS

As we cannot accept responsibility for valuables of any kind. Please leave all your valuables at home or with a loved one upon admission. We strongly encourage you to give extra money, medications, credit cards, wallets, jewelry, etc., to a family member or close friend to take home. Recommend that you bring no more than (3) three sets of clothing with you. We do not allow belts, shoe strings, hoodie strings or any other items considered to be utilized as ligature risk. If for some reason this becomes an issue please consult with your Program Administrator or Therapist.

EYEGLASSES AND HEARING AIDS

Eyeglasses and hearing aids are an important part of your life if you require them in your daily living activities. These items require special care. Tell your nurse that you use these, and you will be provided with a special container for their safety. Take care not to leave any of these items on your meal tray or lying on your bed, as they may be inadvertently disposed of or lost. Your personal belongings are to be stored in your assigned designated space. We have provided a patient wardrobe closet and bedside table to store your clothing and items allowed on the unit. Please keep track of these. We recommend marking your name on clothing tags before washing them. We also suggest marking glasses, books and any other personal items that may accidentally be left out on the unit. Belongings not safe for general use on the unit (razors, cologne, etc.) will be stored by the staff in a locked area. Some of these items will be available for your use during designated time. Restricted items (shoelaces, heavy shoes, belts, bags or purses with long handles etc.) are items that are never allowed out on the unit. These will be stored in a locked area by staff until your discharge.

PERSONAL APPEARANCE / GROOMING

You are expected to wear appropriate street clothing and shoes while on the unit. Please limit the amount you bring due to limited storage. Makeup, glass items and razors are stored on the units with scheduled use times. Showers schedules are available daily and additional grooming opportunities upon request can be utilized as long as you are not attending groups.

PATIENT RIGHTS

You are entitled to these rights regardless of sex, race, cultural, economic, educational or religious background or the source of payment for your healthcare. All your rights as a healthcare consumer also apply to the person who may have legal responsibility to make decisions regarding your healthcare. The following statement of Patient Rights has been adopted by this Hospital and the medical staff. As a patient at this Hospital, you have the right to:

- *Be informed of your rights as a patient in advance of treatment when discontinuing treatment care or services. You may appoint a representative to receive this information if you wish to.*
- *Receive beneficiary notice of non-coverage and have the right to appeal a premature discharge,*
- *Exercise these rights without regard to sexual orientation or expression, ethnic, cultural, educational, religious, age, religious background or the source of payment for care.*
- *Be treated with consideration, dignity, and respect with care provided in a safe environment free from any form of abuse, neglect, exploitation, or harassment.*

- To have your cultural, psychosocial, spiritual, personal values, and beliefs/preferences respected. A discussion of these will be included in the admission assessment process.
- Access to protective and advocacy services with available staff to assist you in accessing.
- Be provided with accommodation for religious and spiritual services and/or advisement.
- Appropriate education, assessment, and management of pain.
- Remain free from restraint and seclusion of any form that is not medically indicated or used as a means of coercion, discipline, retaliation, or convenience of staff.
- Know the name of the psychiatrist who has primary responsibility for your care and the names/relationship of the professionals involved in your multidisciplinary team.
- Be provided with information about the treatment care, services, or procedures in order to best encourage your participation in the development of the treatment plan of care, and you discharge planning process, provide informed consent, or refuse treatment.
- Be provided, except in an emergency, descriptions of the procedures, treatment care services, medically significant risks involved, alternative courses of treatment, or non-treatment the risks involved in each and the name of the professional carrying at the treatment.
- Have access to your medical record and obtain information and disclosure of protected health information in accordance with law, rule, and regulation.
- Formulate advanced directives regarding healthcare, and have facility compliance with these directives to the extent provided by law and regulation.
- Have a family member/legally responsible person of your choice be notified promptly of your admission and, with your consent, treatment interventions.
- Have a family member/legally responsible person of your choice be present for emotional support. However, there are constraints/limitations in the provision of psychiatric programming regarding visitations but generous allowances are made for visitation times and any special physician ordered visitations.
- Have your personal physician notified promptly of your admission, have that physician updated throughout treatment, and after discharge if you so desire.
- Confidentiality of your medical treatment care and services with full consideration of privacy in consultations, examinations, and provision of care. Psychiatric programming follows an individual, group, family, and treatment team modality. You have the right to be advised as to the presence of any individual involved in your care and the reason that they are participating.
- Know that, HIPPA guarantees confidential treatment of all your communications and medical records pertaining to care treatment and services. Your written permission will be obtained for release of the medical record information to anyone that is not directly concerned with your care.
- Access to the information contained in your medical record within a reasonable time frame.
- A reasonable, respectful response to a reasonable request for service, leave the hospital AMA, against medical advice, unless you are court ordered to be here.
- A reasonable continuity of care, providing you with further post discharge.
- Be educated of the grievance process, how to communicate the concern regarding the quality of care received, or a premature discharge date, notifications of the grievance process will include who to contact to file a grievance, a written notice of the grievance determination that contains the name of the facility contact person, and the steps taken on your behalf to investigate the grievance, the results of the grievance and the grievance completion date.
- This facility does not engage in human experimentation or research projects. In the case that either are performed, you have the right to be informed and have the right to refuse participation without compromising your right to access care treatment services. Your rights would be given full respect and support should the choice to participate in a research/investigation or clinical trial be your desire this would include your informed consent, inclusion of all information, and you consent in your medical record.
- Be provided a continuing care plan and informed of the continuing healthcare requirements following your discharge.
- Be provided an explanation and a written copy of your bill for care treatment and services provided regardless of your source of payment.

- Be educated on the rules and policies that apply to your behavior while as a patient in this facility especially those behaviors that might lead to discharge.
- Be assured a legally responsible person or surrogate decision-maker will have all applicable patient rights provided them to make decisions regarding medical care on your behalf.
- Be provided all rights in accordance to your specific stage general psychiatric patient Bill of Rights.

PATIENT RESPONSIBILITIES

The following responsibilities have been developed by the leadership and the treatment team of those professionals who are providing you, your family/legally responsible person, as applicable, with care, treatment, and services to encourage you, your family/legally responsible person as applicable, to encourage full participation in treatment, care, and services provided and gain the most out of your treatment experience, to that regard, please:

- Provide the staff with accurate and complete information concerning your present complaints, past illnesses, hospitalizations, medications, and other issues related to your health.
- Tell the staff about perceived risks and unexpected changes in your condition as soon as possible so that proper evaluation intervention can be provided.
- Both you and your family members/ legally responsible person, as applicable, are responsible for asking questions about conditions, treatments procedures, laboratory, and other diagnostic test results.
- Both you and your family members/legally responsible person as applicable are responsible for immediately reporting any concerns or possible errors observed.
- Follow the treatment plan of care established by your physician and your treatment team. This includes instruction provided to you in order to carry out physician's orders.
- Adhere to the schedule, attend all groups, scheduled activities, participate, and keep your appointments. If you are unable to do so notify staff members.
- You are responsible for your actions and behaviors. Should you refused treatment or choose not to comply with the recommendations or follow your physician's order then you are responsible.
- Your responsible for assuring that the financial obligations of your care is fulfilled.
- You must follow the rules of behavior and policy and procedure to sustain a safe and secure environment and receive maximum treatment benefit.
- Be considerate of the rights of other patients and staff.
- Be respectful of your personal property and the property of others.
- Be safe and abide by contraband restrictions to maintain a safe environment.
- Be fully and appropriately dressed during program hours and in the community in street clothes. The following is prohibited: lacing in footwear, tank tops, tube top, bathing suits, short shorts, indoor hat wearing, miniskirts, bare midriffs, skintight clothing, sexual, and drug or alcohol related slogans or pictures on clothing. Scrubs are not appropriate patient clothing and prohibited.
- Abide by visitation and telephone times posted.
- Never visit another patient in their bedrooms.
- Actively participate in all aspects of your program - this is your opportunity to enact meaningful change your life!
- "Be the change you wish to see in this world" – Ghandi

RELATIONSHIPS

Having romantic relationships or sexual activity with other patients is not allowed. Sexual relations could result in having legal problems because of patients' questionable ability to give consent; for this reason and others, we ask that you avoid having sexual and romantic relations while a patient of the Hospital. Physical contact (hugs, holding hands, kissing, etc.) is not permitted between patients. Patients are not permitted in each other's rooms. Should this become a problem the treatment team may transfer them to another program for safety reasons.

YOUR ROOM / ROOMMATE

You are assigned a room during your stay. This includes a bed, locker and bedside table. You might share your room with one or more other patients. Your room includes a bedside stand, for your belongings and a nurse call button which rings at the nurses' station and can be answered by intercom. There is an emergency button in your bathroom should you require assistance.

SMOKING

This Hospital is a smoke free facility. As a healthcare institution, this Hospital recognizes the hazards of smoking and enforces a "no smoking policy" throughout the institution. Patients, visitors, physicians, staff and volunteers are not permitted to smoke on the indoor premises under any circumstances. For your health and the health of others, smoking is only permitted outside of the hospital in the designated smoking areas and during supervised designated program break times; the facility does not provide cigarettes, the patient must bring their own. Please speak to your physician in regard to alternative measures. We are proud to be a non-smoking campus. No smoking is allowed any place within the building. These measures are to promote a safe, healthy environment. We know this may be difficult for people who smoke for leisure and coping and we also recognize smoking is an addictive habit, which is why we have designated supervised smoking areas and breaks. If you wish to be smoke free during your stay we are happy to assist you in adjusting to this change. Several alternatives are available to assist you. If you wish to be on a patch or use gum to assist you in transitioning off cigarettes, please let your staff know. We will order these for you and have them available during your stay. We also have smoking cessation kits. These contain educational materials to assist you to be smoke free during your hospitalization. We care about your future, and we also have materials available to support you if you choose to continue this lifestyle change after discharge. As always, feel free to talk with your staff about your concerns regarding this matter.

SPIRITUAL SERVICES / CARE

We care about your spiritual needs. Chaplains are available to provide support and counsel patients and family members of all faiths. Clergy of all religions are welcome to visit patients at any time, once they have signed proper consent and acknowledgement forms. Please let the staff know if you would like to talk with someone from Spiritual Care Services.

TELEPHONE CALLS / USE

There is a cordless phone available on the unit for patient use. This telephone is a "free phone" which will only dial immediate local calls. The unit's phone number is 601-783-5455 to give family and friends so they may call you, they will need to provide your patient number. There is a 15-minute limit on calls for all patients. Phone time is shut off during group times. Phone use may be restricted for some patients. If your telephone privileges are restricted, you will be clearly notified, given the reason for the restriction, and what you are able to do to earn your telephone privileges back.

TELEVISION / RADIO

A television and a radio are available for use on the unit. Staff recognize many people use television and radio for leisure, relaxation, and to distract from concerns. We also recognize it may be difficult to share these on the unit. If any conflicts over the television occur, please talk to staff and they will assist you to resolve this. Television and radio are available from 7 a.m. to 10:30 p.m. at the program manager discretion, absolutely no Television during therapy group times. The television and radio are used only in the designated community areas.

VISITING

Visiting is an important privilege for many people. It is a way to maintain connection with your friends and family. It also reassures them of your health and safety. To allow you to focus on your treatment and behavior changes, and to maintain safety and structure on the unit, visiting hours are limited. There is a limit of two visitors per patient. For safety, all items brought in by visitors for patients will be examined and reviewed by staff. Plants or flowers must be in a plastic vase. We do not allow balloons, bows, or wires on the unit. (Please also refer to the information on *sharps and restricted items*.) To make the most of your visit we suggest you:

- *Make sure your visitors know when visiting hours are and know where to go.*
- *Make sure your visitors know the rules for visiting.*
- *Call visitors earlier in the day to ask them to bring anything you may need such as clothing, magazines, books, soap, slip-on shoes or clogs.*
- *Plan ahead for items you wish to send home.*
- *Be prepared to reassure visitors of your health and safety.*
- *Know what will help you to feel their support if asked.*
- *Thank your visitors for coming. If your visitors have any concerns about your care, they may talk to the staff or call the unit Administrator. Family and friends brighten your day and can help speed your recovery. During your*

hospitalization at the Hospital, our goal is to provide an environment that promotes healing and provides a positive experience for you and your visitors. In order to accommodate the varied needs of our patients, the following guidelines should be explained to your visitors upon their arrival:

- *You may receive visitors of your choosing.*
- *You may also deny seeing a visitor at any time.*
- *Visiting hours are from the hours of 4:00 PM to 5:00 PM weekdays, except for Treatment Team Days Fall on and will be announced weekly, so hours maybe subject to program change. Weekend Times are 1:00 PM - 4:00 PM.*
- *The Hospital is a smoke free hospital. Smoking is not permitted inside the hospital or in patient rooms. There are specified smoking areas outside, on the hospital grounds for those individuals who desire to smoke.*
- *For the rest and welfare of all of our patients, during designated television times, staff must kept the television at a low volume. Nursing staff may request that televisions are turned off at any time for treatment options and shall not be utilized without physician consent past 9:00 PM.*
- *We encourage family visits; however, NO small children are allowed on the Unit. Children must be 12 years or older accompanied by an adult.*
- *We understand that some of our patients have special likes and dislikes regarding food. Food may be brought into the hospital for patient consumption with the acknowledgement of the treating Nurse.*
- *Medications should be given to the patient by the nurse or physician only. Special circumstances will require a physician's order.*
- *No purses, firearms, weapons, or contraband of any kind will be allowed on the Unit.*
- *To benefit all patients, visitors and staff, all visitors are responsible to conduct themselves in a polite and courteous manner. Any visitors who exhibit threatening behavior, or use of abusive or profane language will be requested to leave the facility.*
- *Some families may have special circumstances that do not follow our visiting hour's policy. Special needs are considered a priority. Please tell the Registered Nurse on duty, or the Director of Nursing of your requests and every effort will be made to meet any special needs that arise.*

Please remember: Staff cannot give out ANY information to visitors without the written permission of the patient, unless they are the guardian.

GETTING TO KNOW YOUR TREATMENT AND PROVIDERS

During your stay with us, you will be provided treatment and care by a number of providers and staff. In an effort to help you better understand your treatment and care team, following is a list of providers, healthcare professionals and treatment regiments you may come into contact with and what you can expect while being in our specialized program.

TREATMENT MODALITIES

GROUP THERAPY: Group therapy is a very important part of your treatment and you are expected to attend unless you have been excused by your physician, nurse or therapist. The focus of this group is to deal with the problems that brought you to Freedom Behavioral as well as problems that have been identified in your treatment plans. Topics vary but the following are some examples:

REMINISCENT THERAPY GROUP: A therapy group to encourage short-term memory and grief expression—may be substituted for individual topic when appropriate.

LIFE SKILLS MANAGEMENT GROUP: A life skills group that deals with decision making and integrating the necessary skills into one's lifestyle to support and maintain recovery.

RELAPSE PREVENTION GROUP: Provides ongoing opportunities to develop new coping skills/plans to aid in relapse prevention.

SOLUTION FOCUS GROUPS: These groups are provided to allow you to explore further your individual issues, develop insight into destructive behavior patterns and learn new skills and coping techniques. Topics are related to your individualized treatment needs and may include but are not limited to the following groups:

GRIEF AND LOSS: Focuses on identifying past and recent losses and then working through the grief process.

RELATIONSHIPS: Explores men and women's roles in society and how they impact each individual, etc.

SPIRITUALITY: Focuses on individual's concept of a higher power. The aspects of faith, trust, and hope help strengthen recovery after discharge.

THERAPEUTIC RECREATION GROUPS: Certified Therapeutic Recreation Specialist and other professionals will work with you to help improve in the areas of leisure, coping skills and any other needs that may fall under the Adjunctive Services realm such as Spiritual Services.

SENSORIMOTOR GROUP: Exercise group to improve fitness and well-being.

LEISURE SKILLS DEVELOPMENT: To increase knowledge base pertaining to leisure opportunities that is healthy alternative to the disease process.

COGNITIVE GROUPS: To provide patients assistance with inability to focus and direct needed concentrative energies on task with enhanced cognitive functioning.

COPING SKILLS GROUP: To increase ability to cope with stressors of everyday living.

INDIVIDUAL THERAPY: One to one therapy with the patient's assigned therapist will be provided as ordered by the patients attending psychiatrist to address individual issues that are not able to be appropriately managed in the group setting.

FAMILY THERAPY: Family therapy with the patient, patient's pertinent family members, and patient's assigned therapist will be provided as ordered by the patient's attending psychiatrist. These sessions will cover issues between family or significant others needing to be stabilized prior to discharge.

MEDICATION MANAGEMENT: Medication management is available under the supervision of the patient's attending psychiatrist.

ASSIGNED THERAPEUTIC DUTIES OF PATIENTS: Each patient is responsible for the general cleanliness of their general surroundings if they are physically and mentally able. You are responsible to see that these duties are performed. The following are descriptions of patient duties:

PROVIDERS

PSYCHIATRIST

You will be assigned an attending psychiatrist whom you will see most days you are in the hospital. On the days your psychiatrist is not available, another psychiatrist will be available to respond to your concerns. Your psychiatrist will:

- *Direct your treatment team and the care that is provided.*
- *Assist you to identify your symptoms and give a name to your general concerns.*
- *Discuss with you your stressors, events leading to your hospitalization, treatment strategies, and aftercare needs.*
- *Prescribe and monitor your response to your medications. You can expect:*
 - o *To be seen most days by your primary psychiatrist.*
 - o *Have a psychiatrist available daily to monitor your care and response to treatment.*

- *To have your doctor notified of significant changes in your condition.*
- *To be informed of any medications or medication changes being provided and information about these.*
- *To be kept updated about the reasons for your continued inpatient stay, progress, and goals to be met to allow for discharge.*

NURSE

You will have a nurse available 24 hours a day. There is a charge nurse who manages the general welfare of the unit and patients staying here. The medication nurse will be available to administer prescribed medications and to answer any questions you may have about them.

The nurse will:

- *Administer your prescribed medications as scheduled.*
- *Provide education about your medications.*
- *Assist you with any necessary pain management.*
- *Provide information about your diagnosis.*
- *Discuss symptom management techniques as needed.*
- *Discuss personal concerns, mental illness, and behavioral issues that may arise.*
- *Contact your psychiatrist about your care.*
- *Keep you updated about your treatment plan and progress.*
- *Help you understand the medications you will be taking after discharge.*

You can expect:

- *To have a nurse available 24 hours a day, 7 days a week.*
- *To have your questions answered in a clear manner.*
- *To have your pain concerns addressed*
- *To have acute medical needs addressed.*
- *To have the nurse notify your doctor of significant changes in your condition.*
- *To be informed of any medications or medication changes being provided and information about them.*
- *To have any of your concerns addressed.*

MENTAL HEALTH TECHNICIAN

You will have a mental health technician (MHT) who is responsible for assisting you with your daily general needs or concerns.

Your MHT will:

- *Assist you with storing your belongings.*
- *Check on all patients to maintain safety.*
- *Help you with showering and self-care needs.*
- *Assist you in laundering and maintaining your clothing.*
- *Notify you of doctor appointments, meetings, medical tests, and therapy groups and assist you to attend these.*
- *Provide information about your diagnosis.*
- *Discuss personal concerns, mental illness, and behavioral issues that may arise.*
- *Discuss symptom management techniques as needed.*
- *Assist you with time management and leisure activity.*

You can expect:

- *To have a MHT available 24 hours a day, 7 days a week.*
- *To have your questions and concerns addressed in a clear, supportive manner.*
- *To be understood and feel cared about as an individual.*
- *To have assistance coping with acute mental health symptoms such as anxiety, hallucinations, fear, confusion, frustration, etc.*
- *To be informed of any symptoms of your illness that are of concern and receive information about these.*
- *To receive education about your illness, symptoms, and ways to recover from this.*

SOCIAL WORKER

A social worker is assigned to each unit. This social worker is available to provide therapy groups, individual contact, and family sessions. The social worker can help you understand the role of your social network (family, friends, neighbors and co-workers) in supporting your health. Your social worker is also one connection to outside agencies including probate court, group homes and the legal system.

Your social worker will:

- *Gather personal historical information that may affect your care.*
- *Assess your current strengths and opportunities for growth, and assist you to identify therapy goals.*
- *Provide daily group therapy sessions.*
- *Meet with you individually as needed to discuss progress, family, support or situational concerns, and assist you with problem-solving as needed.*
- *With your consent, meet with or communicate with your family, guardian, or other social supports.*
- *Assist you with any legal issues related to hospitalization.*
- *Assist you in exploring discharge arrangements.*

You can expect:

- *To have a social worker available daily, and your specific social worker available most days.*
- *To have your situation and needs understood and responded to.*
- *To receive education about your illness, symptoms, and recovery for yourself and your family.*
- *To have group therapy provided daily.*
- *To have information kept confidential and given only to those whom you have approved or who have legal access to your information.*
- *To have questions about probate court, deferral hearings, guardians, and related information responded to in a clear, timely manner.*

HEALTHCARE DILEMMA

This Hospital and the medical staff support your right to actively participate in decisions regarding your healthcare program, including decisions regarding the right to refuse life-sustaining treatment. In compliance with federal law, you will be given information regarding these rights upon your admission to the hospital. Feelings of anxiety and uncertainty often affect both you and your family when you are hospitalized. Sometimes you or your family members may have a dilemma related to your plan of care. If you have a dilemma or conflict with your planned course of treatment, you may request a meeting with the organizational Quality Assurance Performance Improvement/ (QAPI)/UR Committee. The QAPI/UR Committee provides a consulting service to patients, physicians and hospital staff when ethical considerations or personal dilemmas arise, as to the extent of treatment of irreversible or terminal conditions. Usually the QAPI/UR Committee is convened when there is a conflict between any of the involved parties relating to levels of treatment that are planned for you. If you feel you or your family members would like to meet with the QAPI/UR Committee, or if you would like the committee to review your care in terms of planned treatment for your irreversible or terminal condition, inform your nurse. Your nurse will contact the appropriate parties, and a meeting of the QAPI/UR Committee will be arranged.

CONCERNS DURING YOUR HOSPITALIZATION

At this Hospital your satisfaction with all care provided is important to us. Should you or your family members experience concerns about the care you are receiving, you may contact the Quality Assurance Department and discuss issues that did not meet your expectations. You may call the Quality Assurance Department during your hospitalization after you are discharged. We encourage you to voice your opinion regarding the care you have received, and we welcome your comments.

If the staff of the Quality Assurance Department do not resolve your concerns regarding patient care and safety, you may contact a member of the hospital management. If your concerns are not addressed, you are encouraged to contact The Mississippi State Department of Health to report your concern regarding patient care and safety.

You may contact The Mississippi State Department of Health's Healthcare facility complaint monitoring at 1-800-227-7308 or go to <http://www.msdh.ms.gov> and fill out the on-line complaint form.

DISCHARGE PLANNER

Your assigned discharge planner is your primary contact to develop aftercare arrangements. Your discharge planner will meet with you as needed, with more frequent contacts at the end of your hospitalization. They will assist you in making and understanding follow-up appointments. They also will work with you on living arrangements as needed.

Your discharge planner will:

- *Meet with you individually as needed.*
- *With your consent, meet with or communicate with your family, guardian, or other social supports.*
- *Assist you in exploring discharge arrangements, including follow-up services for your mental health care, and living arrangements.*

You can expect:

- *To have a discharge planner available most days.*
- *To meet with your discharge planner as needed to explore your situation and needs for care after discharge.*
- *To receive education about aftercare options available to you.*
- *To understand your aftercare plans.*
- *To understand any arrangements that may delay your discharge.*

ACTIVITY THERAPIST

This team of therapists may include occupational, recreational and music therapists. At least two activity therapists (ATs) are assigned to provide therapy groups and individual contacts on your unit. After assessing your needs and working with you to identify therapy goals, the AT will help you identify therapy groups that will address your needs. Therapy groups are designed to provide you with needed education, experiences, and practice sessions to promote maximum health.

Your activity therapist will:

- *Assess your current strengths and opportunities for growth, and help you identify therapy goals related to these.*
- *Help you identify and participate in therapy groups that will provide the best education and experiences to allow you to work toward your goals.*
- *Meet with you individually as needed to discuss progress, therapy concerns, and make suggestions for practicing skills as needed.*
- *Work with you on time management, leisure, coping skills, self-esteem, concentration, work skills, and skills for effective community living.*
- *Keep you updated on your progress, observations about your strengths and weaknesses, and make suggestions for continued skill development as needed.*
- *Explore community resources that will assist you in maintaining a healthy lifestyle.*

You can expect:

- *To have at least one occupational therapist assigned to you.*
- *To be offered a variety of activity groups that address your educational and skill development needs.*
- *To have the purpose of each group clearly explained.*
- *To understand your aftercare plans.*
- *That the therapists assigned to your unit will provide activities that are age appropriate and geared toward your needs.*
- *To be provided with therapy groups each day.*
- *To have assistance identifying activities to engage in during non-therapy group hours.*

OTHER TREATMENT PROVIDERS OR STAFF

You may have additional needs during your stay that require other personnel to resolve your needs. This may include a medical doctor, dietician, utilization reviewer/insurance specialist, spiritual leader, interpreter, etc. Please notify your staff of any special needs or concerns you have. We will be happy to find the right professional to address these.

AFTERCARE

We appreciate that most people come into the Freedom Behavioral program at some of the most challenging periods or times in their lives. Our staff is dedicated to helping you identify goals and steps to promote a return to wellness. The discharge process is an integral part of your care. Appropriate aftercare arrangements are extremely important for continued success and support. The discharge process begins soon after admission. You will meet with your treatment team, which includes the discharge planner, to discuss aftercare arrangements during your hospital stay. Discharge plans may include but are not limited to the Partial Hospitalization Program (PHP), intensive outpatient therapy (IOP), case management, dual diagnosis treatment, assertive community treatment, outpatient therapy and psychiatric services. They may also include alternative living arrangements, such as group homes and assisted living. Following through with your aftercare treatment is crucial to your continued success.

Our Discharge Planner can provide you with information about home healthcare, medical equipment, skilled nursing facilities, transportation, Meals-on-Wheels and other community resources. Assistance with questions regarding Medicare, Medicaid, Social Security, State Disability and Worker's Compensation can also be provided.

The Social Service Department has information on many community resources which are available to assist you following discharge from the hospital. A list of community resources can be obtained from the hospital Social Worker. The following is a list of categories of community resources:

- AIDS
- Infectious Diseases
- Alzheimer's
- Battered Women/Sexual Assault
- Board and Care Homes
- Cancer
- Community Healthcare
- Counseling/Mental Health
- Disability Papers
- Drug/Alcohol Programs
- Durable Power of Attorney for Healthcare
- Extended Care Facilities (also known as ECF/Skilled Nursing Facility/ SNF/Nursing or Convalescent Homes)
- Homeless
- Homemaker Agencies
- Infant Resources
- Meals on Wheels
- Senior Assistance
- Senior Case Management
- Teen Mothers
- Teen Resources
- Transportation
- Victim-Witness Program
- Welfare and County Programs
- **NATIONAL SUICIDE HOTLINE: 1-800-273-8255 or 1-800-SUICIDE (1-800-784-2432)**

Please contact the Social Service Department if you would like information about any of these community resources or suggestions for others that you may find helpful.

ENDING YOUR HOSPITALIZATION

YOUR BILL

As a courtesy to our patients, we will be happy to bill your insurance carrier for you. However, if payment by the carrier has not been made within 45 days, you will be asked to arrange for full payment of your account. Please

make sure our Business Office has all the needed information before you leave the hospital. We will verify your insurance coverage either prior to or during your stay. Based upon this verification, we may ask you for a deposit upon discharge, calculated from your estimated charges. You may use MasterCard, Visa, and Discover, personal check or cash to meet this prepayment. You will receive your bill approximately 15-30 days after discharge. You may receive an itemized bill upon request. If you have any questions about your bill, please contact our Business Office from 8:00 AM to 5:00 PM, Monday through Friday.

PROFESSIONAL PHYSICIAN BILLINGS

Depending upon your insurance plan, physicians involved in your care may bill you separately from the hospital. These physicians can include: psychiatrist, internal medicine, general medicine and any other specialist called in to service your needs. If you have any questions regarding these bills you should call their billing offices directly at the telephone numbers listed on the statement sent to you.

GOING HOME

Your physician will decide when you are ready to be discharged and will advise the nursing staff. When you are prepared to be discharged, please pick up any valuables that you may have in the hospital safe. Your nurse will assist you in gathering your belongings and check to make sure you return home with all items that you had upon arrival to the hospital. Wheelchair transportation is available to any department within the hospital and to your car. A responsible adult needs to be available to provide transportation to your home. If this is not possible, the hospital will make every effort to help you coordinate your transportation. Should you experience difficulties with transportation, please notify your nurse and she will assist you.

AT HOME

If there has been a visiting nurse or home health professional arranged to visit you in your home, you will be informed of this by the hospital Discharge Planner. If home care services are not provided as planned, please contact the Case Management Department and let the Discharge Planner know, so that further arrangements can be made. Should you experience any condition that concerns or causes you alarm, contact your physician immediately. Should you be unable to contact your physician, or if your condition is such that you feel you should be seen immediately, arrange for a responsible adult to bring you to the nearest Emergency Department.