

**PORTNEUF
MEDICAL CENTER**

Behavioral Health Services

Patient & Family Handbook



**651 Memorial Drive
Pocatello, Idaho
208-239-1620**

Behavioral Health Services

Dear Patient:

The Treatment Team of the Behavioral Health Services at Portneuf Medical Center is here to assist you with your treatment and to provide you with quality care during your hospital stay.

Upon admission you are assigned to a treatment team. Your team includes a psychiatrist, physician assistant, a primary care physician, nurses, a social worker and a recreational/occupational therapist. Portneuf Medical Center is a teaching facility for health providers, so students from the various schools at the university will also be part of your treatment team.

You will meet with your treatment team minimally weekly to develop and implement your treatment plan. You will also have individual time with other members of your team each day to discuss your treatment goals and objectives. A physician or physician assistant is always available to the unit and may be contacted by the unit staff.

Sincerely,

Your Treatment Team

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GENERAL INFORMATION

We welcome you to the Behavioral Health Services and believe that your stay here will be helpful and valuable to you. Our treatment team, led by your doctor, will be working with you to address your needs and build upon your strengths.

Therapeutic activities and teaching are an essential part of your treatment. Your doctor and the staff will encourage you to be an active participant in your treatment planning. Shortly after your admission, the treatment team will assess your needs and tailor a treatment plan for you. This plan of care, and any medications that may be ordered, will be discussed with you and your family/ care givers with your permission. The mutual support provided by this community, plus the interaction between staff and patients, provides a milieu for therapeutic change. We will work closely together in order to help you progress.

Due to the complexities of 24-hour living in such a specialized community, we have highlighted some of the most important guidelines.

Nurses Station Phone: Available 24hrs/day
(208) 239-1620

CONFIDENTIALITY:

Your presence here is confidential. It is only with your written-consent that your presence here or any information may be revealed to anyone.

Information that you give to staff will be shared with your doctor and the treatment team in order to assist in achieving your therapeutic goals.

Please honor the confidentiality of the other patients. It is particularly important if answering the patient telephone that you do not identify the hospital but merely say "hello".

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You are responsible for giving the telephone number (208) 239-1620 to your family and friends, and to inform them of the times when you can receive calls.

DAILY ACTIVITY SCHEDULE:

Activities are an essential part of your treatment and you are expected to participate as outlined in your individualized treatment plan.

The daily activities schedule is posted on the bulletin board and a copy will be given to you on admission. Activities are scheduled 7 days a week.

You will be assisted with your personal hygiene and dressing as needed. You are encouraged to wear your own personal clothing.

Phone calls and one-to-one interactions with staff are to be conducted during times that there are no scheduled activities.

LEVEL SYSTEM:

Level I – 1:1, constant observation, on precautions

Criteria to advance – No threats or attempts to harm self or others, including staff, No seclusion or restraint events, No time needed in the observation room. A physician's order is needed to change this level.

Level II – Q-15 minute observation, on precautions

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MEDICATIONS:

- Medication times are 9:00 AM, 1:00 PM, 5:00 PM and 9:00 PM, unless otherwise ordered by your physician.
- Medications prescribed as “PRN” (meaning “take as needed”) are given only on request.
- Your Psychiatrist may prescribe a medication to help you sleep on an “as needed” or PRN basis. You should attempt to sleep for one hour before to requesting this medication if it is ordered, “as needed”.

USE OF UNAUTHORIZED SUBSTANCES:

- If the staff suspects use of illegal substances, your psychiatrist will be notified, your belongings may be searched and laboratory tests may be ordered. You have the right to be present during any search deemed necessary by the staff.

ITEMS THAT ARE NOT ALLOWED ON THE UNIT INCLUDE, BUT NOT LIMITED TO, THE FOLLOWING:

- Electronic devices such as: MP3 players, CD players, Gameboys, Walkmans, Tape players, Radios, Cameras, Cell phones, Electronic games, Personal TVs. Any recording devices.
- Razors, hair dryers, curling irons, hair irons, ribbons, scarves, belts, neckties, necklaces, bracelets (unless bracelet has to be cut off to remove), shoelaces, medications from home-prescription and over the counter, clothing with drawstrings, any tobacco product, lighters, matches, glass, metal picture frames, pins, needles, scissors, mirrors, any ceramics, knitting needles or crochet needles, personal pillows or blankets, stuffed animals, hangers, plastic bags, fountain drinks or milk shakes; food must be consumed during visiting hours and can't be stored in room or on unit, weapons such as knives, guns, self defense sprays, alcohol, drugs not prescribed by the inpatient physician, wallets, checkbooks, money, credit cards, identification cards and keys.

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THE FOLLOWING ITEMS WILL BE KEPT IN A LOCKED CABINET AND CHECKED OUT DURING USE ON THE UNIT:

- Tweezers, fingernail clippers, grooming supplies that contain alcohol, grooming supplies that are aerosols, makeup in glass containers or with mirrors and nail polish.

GROOMING:

- Please use showers during non treatment times.
- Razors can be checked out from the Nurses station to use for shaving.
- Assistance with grooming is provided by staff according to patient needs.

SMOKING:

- Portneuf Medical Center will not permit the use of tobacco, smoking or smokeless, in any area of the facility by the public, patients, physicians, volunteers, or center employees (Policy 9120.100)
- Alternatives to smoking will be offered for patients who smoke. Your physician may order a nicotine patch &/ or nicotine gum.
- It is your responsibility to communicate your needs to the charge nurse related to smoking withdrawal. Communicate how long you have smoked, and how many cigarettes you smoke per day. The information is important to determine treatment for smoking withdrawals.
- Educational materials are available to assist you quit smoking if you desire. Most people try several times before they quit for good, there are support programs in the community to assist you in your success.

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MEALS:

- Meals are served in the dining room at approximately:
8:30AM daily, breakfast
12:30PM daily, lunch
5:30PM daily, dinner
- Special diets will be served with an order from your doctor.
- Food must be eaten at tables in the dining room. Please do not take food to your room.
- Food may be brought in for you by visitors but it must be checked-in first with the nursing staff and then completely consumed (or the remainder of uneaten food sent home or discarded) by the end of mealtime. No personal food will be stored or saved in the refrigerator.
- There will be only caffeine free, sugar free soda pop allowed on the unit. The use of caffeine and sugar may interfere with many of the medication prescribed by the physician.
 1. Only soda pop in factory sealed containers will be allowed on the unit. No fountain drinks or milk shakes.

VALUABLES AND BELONGINGS:

- We prefer that you send all valuables home (credit cards, check-book, valuable jewelry) but if that is not possible, they will be placed in the hospital safe.
- Money is not allowed on the unit.

RELIGIOUS SERVICES

- Religious representatives can visit at a patients request on the unit.
- Contact staff if assistance is needed in arranging to be seen by a religious representative.

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CLOTHING:

- It is recommended that patients bring no more than three changes of casual clothing. For patient safety, shoelaces are not permitted, nor clothing with draw strings, belts or neckties.
- Bathing suits and/or revealing or provocative clothing are not appropriate.
- Shoes or slippers must be worn at all times.
- Night attire and robes may be worn before 9:00AM and after 9:00PM.
- The staff will assist with your laundry in the units washer and dryer.
- We recommend that you label your clothing with a permanent ink pen.

BEDTIME:

- We recommend that you go to bed by 10:30 PM nightly so that you will be well rested and able to participate in the therapeutic program.

Medications for sleep will be given only up until 2:00AM.

ROOM RESPONSIBILITY:

- You are encouraged to assist in keeping your room clean and tidy.
- Fresh linens are available from staff members.
- Visitors and other patients are not allowed to visit in patient rooms. Please use the day room.

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VISITING HOURS:

Weekdays: 4:00pm – 5:30pm and 7:30pm – 8:30pm

Weekends: 3:00pm – 5:30pm and 7:30pm – 8:30pm

- Visiting Areas: Dining Area/Day Room. No visits allowed in patients rooms.
- Visitors under the age of 18 are not allowed on the unit unless patient asks doctor for a physician order. Children under 18 must be immediate family (not nieces, nephews or cousins). Patient must schedule the visiting time for children under 18 with the charge nurse. Exceptions to this need prior arrangement and approval.
- The nursing staff will routinely inspect all articles or packages brought in by visitors.
- Only 2 visitors may visit with a patient at one time.
- Exceptions: Any exceptions to this policy will need the approval of the Nurse Manager or Program Director and patient's physician.

ACCESS:

- The doors to the Unit are always locked. This is a safety and confidentiality precaution. This does not interfere with utilization of off-unit privileges.

TELEPHONES:

- Calls may be made or received during non-scheduled groups and activities.
- Staff will assist you with long-distance calls.
- As a courtesy to all patients, telephone calls will be limited to 10 minutes.
- Phones are up from 7am until 11pm.

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PERSONAL RELATIONSHIPS:

- Physical contact with other patients, visitors, and staff is not permitted. Physical contact includes but is not limited to: hugging, kissing, stroking hair, sitting in each others laps, massaging, holding hands, pinching buttocks.
- Patients who have been discharged can not visit someone on the unit for 3 months after discharge.
- If you need to make or receive a phone call outside of the regular phone hours, please discuss the situation with the Charge Nurse.
- Please limit your phone calls to 10 minutes to allow others to make and/or receive calls.
- If you answer the phone, please make every effort to find the person that the call is for.

TELEVISION:

- Programs are selected by a majority vote. If there is a conflict about the TV, please involve a staff member in making the decision about what will be shown.
- The TV is turned off prior to the first scheduled activity of the day and may be turned back on during lunchtime and dinner-time and after the completion of the last scheduled activity.
- The TV may be turned on as early as 7:00 AM and is turned off at 11:00 PM daily.
- Movies will be shown in the dining room on the scheduled "Movie Night". The staff will provide videos. Patients should not bring in their own videos/DVD's.
- Certain TV programs or movie videos/DVD's may be prohibited depending on the content and nature of the program.

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SPECIAL CIRCUMSTANCES:

If you have a question or concern regarding the guidelines in the handbook, please discuss this with your assigned staff.

PATIENT RIGHTS:

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- Your rights are protected under the mental health code of the state of Idaho. Upon admission you will be given a copy of these legal rights and have them explained to you by a staff member. A copy of these rights is posted on the Unit.
- The Charge Nurse may authorize a search if behaviors or incidence indicate the patient may be in possession of contraband. Staff must notify you of the search prior to the search, you may remain in the room during the search.
- You will receive a Patients' Rights Form. Please take some time to review it and if you have any questions feel free to discuss them with your nurse. Patient Rights are posted in the unit bulletin board.
- If you believe that any of your rights were denied without good cause, you may call your county advocate who must investigate your complaint:

Patients' Rights Advocate
(208) 232-0922

Legal Aide Office:
(208) 233-0079

Portneuf Medical Center leadership is committed to prevent, reduce and strive to eliminate the use of restraint and seclusion, and to use non-physical interventions as preferred interventions, consistent with the patient's treatment. Seclusion and restraint interventions will be discontinued as soon as possible when the patient is able to maintain self-control. (Note: Locked seclusion/mechanical restraint/physical restraint may be used in the Hospital Program)