

Inpatient Psychiatric Program



Patient & Family Handbook



ENGLEWOOD
HEALTH

Welcome to the short-term Behavioral Health Unit at Englewood Health. The information in this handbook will be helpful to you during your stay here.

The primary goals on our unit are to help you to become emotionally stable in a therapeutically healing environment and to partner with you on planning an appropriate outpatient plan for your discharge.

Our treatment teams take a collaborative, integrative approach to healing. Your team will include your psychiatrist, nurse, social worker, patient care associate, recreation therapist, occupational therapist, and creative arts therapist. Together, they are dedicated to treating you with the utmost respect and kindness.

We want you to feel as safe and comfortable as possible, so please don't hesitate to ask our staff for assistance at any time.

Important Phone Numbers

Englewood Hospital	201-894-3000
Pay phones	201-608-2176 or 201-608-2177
Nurse's station	201-894-3142
Linda Leighton, nurse manager	201-894-3147
Jo-Ann Venezia, program director	201-894-3959

Hallway patient phones, for placing and receiving calls, are free. They are turned on at 8:00 a.m. and off at 10:30 p.m., as well as during all therapeutic group times. Phone calls are limited to 10 minutes per call. Your social worker can facilitate long-distance calls.

Confidentiality and Privacy

Your privacy is protected by HIPAA (Health Insurance Portability and Accountability Act) provisions. We ask that you respect the privacy of others and refrain from going into other patients' rooms. Additionally, when speaking on the unit phone, do not reveal any confidential information about other patients. Common areas are under video surveillance for your safety.

Patient Rooms

You have been assigned a room based on availability and your needs. We will assist you with linens, towels, and toiletries as needed. As part of the overall treatment, you are encouraged to use your daily living skills to make your bed and keep your room neat, if you are able to. Housekeeping staff clean the bathrooms and floors and empty the trash on a daily basis. For your safety and for the privacy of others, please do not enter other patient rooms.

Clothing

We encourage you to get out of bed each morning, take a shower, and put on appropriate clothing. Staff will guide you on what is appropriate to wear on the unit. Please refrain from wearing tight, revealing, or provocative clothing. Patients placed on constant observation are to wear the blue hospital gown at all times. (Exceptions are made for geriatric patients who are at risk of falls.) T-shirts with alcohol or drug advertisements are not permitted. Staff members have the ultimate discretion in determining what is appropriate clothing.

Laundry

A washer and dryer are available on the unit for your convenience. Last wash is at 9:30 p.m., and laundry detergent is available for your use. Staff will assist with laundering clothing if necessary.

Personal Belongings

For your safety and the safety of other patients, many common items are not permitted on the unit. All belongings will be searched and checked in by staff for safety.

Safety-Risk Items Not Permitted on the Behavioral Health Unit:

- Belts, ropes, electrical wires and cords, scarves, nylon stockings/pantyhose and knee highs, shoelaces, drawstrings of any kind (e.g., sweatshirts, sweatpants, jackets), bags with long handles or straps.

- Sharp objects: scissors, nail clippers, knives, needles/pins, razors and razor blades, pencil/makeup sharpeners.
- Glass items: bottles, jars, mirrors, office supplies associated with danger risk (metal spiral notebooks, metal paper clips, letter openers, spring clips, tape dispensers, staplers).
- Personal grooming items: coloring agents, hair removal products/chemicals, metal files, sharp hair accessories, nail polish/remover, flat or curling irons.
- Metal Items: Cans and lids (soda can, potato chip can lid, pull tabs).
- Toxic substances: alcohol and alcohol-based products such as mouthwash, nail polish/remover, aerosol cans, paints, model glue.
- Tobacco and tobacco-related products: cigarettes including e-cigarettes, cigars, loose tobacco, chewing tobacco, rolling papers, pipes; flammable substances (lighter fluid, lighters, matches, fuel, paint thinner, flints).
- Electronics: cell phones, PDAs, pagers, Kindles, personal computers, iPads, iPods, and similar devices; cameras (film, digital, and video cameras, recording devices).
- Wallets, cash, checkbook, credit cards.
- Medications/herbal supplements: Will be sent home or to the hospital pharmacy.
- Miscellaneous: plastic bags of any kind, jewelry chains.

Clothing and personal belongings left behind after discharge will be sent to security for retrieval.

Meals and Snacks

Three meals are served each day, as well as evening snacks. Each day, you will receive a menu from which to make your selections. No last-minute changes are permitted. Meals are served in the patient dining room and kitchen. If you require a special diet for health or religious reasons, it will be provided. Please place your tray in the food cart when you are done eating. Staff will assist you if needed. Consultation with a dietitian is available at your request or at your treatment team's recommendation. If visitors bring you food, please consume it during their visit and send any leftovers home or discard them, as there is limited space on the unit. We are unable to keep leftover food in the refrigerator.

- **Kitchen:** Opens at 6:00 a.m., closes at 11 p.m. and during all therapeutic group times.

- **Dining room:** Opens at 7 a.m., closes at 12:30 p.m. and during all therapeutic group times.
- **Senior lounge:** Opens at 8 a.m. and closes at 11 p.m. and during all therapeutic group times.

Snacks are available in the kitchen for patients only. If family or friends bring snack items for you, you must consume them during their visit. All snacks will be sent back home or disposed of after the visit, because of space limitations.

Visitation

Visiting hours are 12:30 p.m. – 7:30 p.m. daily.

Visiting hours are limited to these times to avoid any conflicts with therapeutic program activities in which you are expected to participate.

Family and friends are welcome to visit. Visitors must be 18 or older and are limited to two at a time, because of limited space. For your safety, visits may take place only in common areas, not in patient rooms. Visits are held in common areas of the dining room and kitchen, and in the senior lounge. Patients and visitors are expected to conduct themselves in accordance with program rules, keeping in mind patient safety and social courtesy. Visitation may be restricted at the discretion of your treatment team.

Unless you have signed consent for the release of information to a particular individual visiting you, your confidentiality will be maintained, and information will not be available to your visitors. The staff will assist you if you would like to restrict visitors. For your safety, any belongings or food your visitors bring you must be checked by the staff at the front desk on the unit.

Safety

To ensure your safety while in our care, we follow a number of protocols. Doors leading into the unit are kept locked, and you will be allowed to leave the unit only upon discharge. Upon admission to the unit, your belongings are checked, so any items potentially harmful to those on the unit can be either locked up or sent home. (Please refer to the list of safety-risk items on page 3.) Some items may be used with staff supervision or in therapeutic groups/activities (e.g., knitting needles, yarn). There may be items that you will not have access to at all during your stay. Nurses may also remove additional items at their discretion, if they feel they pose a risk to you or others. There is video surveillance in common areas for your safety.

Staff will make visual checks on you throughout the day, for your safety. Please keep your door slightly ajar at night, to avoid being awakened by the sound of the door latch opening and closing. If you are in the bathroom and do not respond verbally, staff will need to enter the bathroom to check on you. We ask that you refrain from showering between 11 p.m. and 6 a.m. Patients are permitted to shave only under staff supervision.

Please do not share personal belongings or money or give them to other patients. An item that is safe for you to use may not be safe for others, putting them at risk.

While you are on the unit, there may be times when you feel overwhelmed by your thoughts or feelings. Before they become too much for you and put you and/or others at risk, we suggest that you talk with staff, go to your room to decrease stimulation, or request medication. If these measures do not help you to calm yourself and you become physically threatening, staff may need to use de-escalation techniques to help you regain control.

It is important that you refrain from the use of foul or offensive language; staff may intervene if you continue to use inappropriate language on the unit. It is always our goal to keep you safe and provide you with a therapeutic environment. Physical contact, verbal and physically aggressive behaviors, and other unsafe behaviors will not be tolerated and can lead to an administrative discharge from the hospital.

Smoking

Englewood Hospital is a no-smoking campus; there is no smoking anywhere in the hospital or on the hospital grounds. Smoking materials, including cigarettes and e-cigarettes, cigars, chewing tobacco or tobacco in any form, lighters, and matches will be taken upon admission, locked up, and returned to you at discharge. Nicotine patches can be ordered by your doctor to address nicotine cravings. Patients who receive smoking materials or other contraband from visitors will have restrictions placed on their visiting privileges. If you are interested in quitting smoking, please inform your nurse or psychiatrist.

Treatment Team Members

Your treatment team includes your psychiatrist, nurse, social worker, recreational and creative therapists, and patient care associates. The team members work together to coordinate your care while you are in the hospital and to plan your follow-up care when you are discharged. You will meet the team members and have an opportunity to talk with them, both as a group and

individually, during your hospital stay. Staff photos are displayed on the wall across from the nurse's station, to help you familiarize yourself with everyone on your team.

You will be assigned a **psychiatrist**, who will see you within 24 hours of your admission. This may be the same psychiatrist who saw you in the emergency room. Your psychiatrist will meet with you daily and determine your need for medication, provide psychotherapy, and oversee management of your care during your hospital stay.

You will be assigned a **registered nurse** for each shift. The nurse will work with you and your significant other, or other family member, as appropriate in collaboration with the team, to establish a care plan that meets your mental and physical needs. You will be learning therapeutic communication techniques and other ways to improve your communication. Your nurse will provide support, as well as psychosocial interventions and medication education. He or she will also assist you in establishing boundaries to enhance your safety and that of others.

During your stay, you will also be assigned a **social worker**, who will interview you and obtain a psychosocial history, which will aid in formulating your treatment plan. Your social worker will talk with you about your living circumstances, your relationships, any environmental stressors you may be experiencing, and any community resources you are involved with or may need upon discharge. The social worker will also ask your permission to speak with family members who may have information that could be helpful in your treatment or who want to know how they can support you in your recovery, especially after discharge. During the first week of your hospital stay, the social worker will arrange a family meeting; further family meetings may be appropriate prior to discharge. Formal consent to release information is required for any member of the treatment team to speak to others about you or your care.

You also will meet with **recreational, creative arts, and/or occupational therapists** to discuss how you spend your leisure time at home and in the community, any interests or activities in which you may be involved, and any special learning needs you may have. They will provide therapeutic unit activities on a daily basis.

You will also work with **patient care associates**. These treatment team members work closely with the nurse and provide help with eating, bathing,

and walking. They also take your vital signs and encourage you to attend groups and activities.

You will have a physical examination by a **physician or nurse practitioner**. The physician or nurse practitioner may prescribe medication for your physical needs and will collaborate with your psychiatrist on your treatment.

Spiritual Needs

A hospital chaplain and a Eucharistic minister are available to meet with you individually, to address your spiritual needs. Catholic Mass is celebrated on the unit, usually on Wednesdays. You also will be given an opportunity to attend a spiritual support group. Please inform a staff member if you wish to be visited by your own clergy.

Medication

If your psychiatrist prescribes medication for you, you will be called to the desk at the appropriate medication times. You may have medications that you can request on an as-needed or “prn” basis. Tell your nurse if you feel you need these medications.

In general, your medications will be the same as your home medications. Depending on your condition and diagnosis, upon admission to the hospital, some of your home medications may be put on hold or discontinued. Your psychiatrist may discuss starting new medications with you. For your safety, each time you receive medication, the nurse will verify your name and birth date, checking them against your medication record, and will bar code the medication.

We want you to understand the benefits of taking your medications, both during your hospital stay and when you are discharged. Feel free to ask questions; you should know the name, actions, and potential side effects of all your medications. It is important that you talk with your psychiatrist and nurse about your medications and how they are affecting you.

Every effort will be made to select medications that are available to you through your insurance carrier or treatment provider after you are discharged from the hospital. Tell your social worker if you anticipate difficulty in obtaining medications.

Do not take any medications you brought with you from home, as we need to know exactly what medications you are taking. Please give any such medications to your nurse.

Treatment Groups

Therapeutic groups are an important component of patient life on the behavioral health unit and are integral to your treatment plan. On 4 East, we offer cognitive behavioral therapy (CBT), discharge preparation groups, and medication education groups, as well as a variety of expressive therapies and activities, including movement therapy, music therapy, art therapy, creative arts, poetry therapy, and drama therapy. We also offer recreation therapy, occupational therapy, and psycho-educational groups.

By attending groups, you will learn that others have problems similar to yours. Groups and activities will give you an opportunity to work on issues that may have contributed to your admission. In addition, your participation in these activities gives the staff an opportunity to evaluate your progress, in terms of your mood and thinking, as well as how you relate to others. This information will be helpful to your physician in planning your treatment.

Our goal is to stabilize your symptoms, while helping you to manage what may be a recurring illness. All groups contribute to your healing, as you gain new insights and develop better coping strategies, maximizing your level of emotional and social functioning. These groups also allow individuals to experience a sense of community and connection, mitigating feelings of aloneness.

Telephones are not available during group times, to allow you to participate fully in the program. During all therapeutic groups, the kitchen and dining rooms are closed, and TVs are turned off.

All therapists on the unit have master's degrees and are licensed and certified by their respective discipline. Many RNs also have master's degrees and/or are certified in psychiatric/mental health nursing by the American Nursing Credentialing Center (ANCC).

Pet Therapy

We are pleased to offer pet therapy twice weekly. Feel free to come and meet our certified pets when they visit.

Request for Release (Discharge)

If at any time you would like to be discharged, please see your nurse or social worker and complete a request for release letter in writing. Your physician will discuss your request with you. Once you have signed the request for release

letter, the psychiatrist has up to 48 hours to determine if you are safe to be discharged or if you require evaluation by the psychiatric emergency screeners.

Discharge

Because we are a short-stay stabilization program, hospitalization on our unit is usually brief. As part of your treatment, you will be asked to actively participate in planning your discharge. Your treatment team will ask you how you think you have progressed and may also ask family or friends, whom you have identified, how they think you are doing.

Your psychiatrist will make the final decision as to your discharge date. At the time of discharge, you need to understand your medications, to have a scheduled appointment for care after discharge, and to have instructions on what to do if you need help once you are discharged. It is not uncommon for patients to form relationships during hospitalization and to want to continue those contacts after discharge. We respectfully request that former patients not visit until at least six months after discharge, to allow for support in the community.

As part of the discharge process, you will be asked to complete a satisfaction survey. We care about your perceptions of our hospital and how our staff members have worked together to care for you. We want to use your feedback to improve our setting and services for future patients. Please let us know during your stay if you have any concerns, so we may address them.

Discharge time is 11 a.m.

At the time of discharge, you will be given a copy of a crisis prevention plan, which will assist you with decision making after your hospital stay.

Financial Concerns

Whether or not you have health insurance, you may have questions or concerns related to the cost of your care during your stay. Feel free to discuss these with your social worker.

Patient Rights

New Jersey mental health laws protect your rights as a recipient of mental health services. As part of the admission process, you are given a booklet titled "Your Rights When Receiving Mental Health Services in New Jersey." If you have concerns about a rights violation, contact the hospital patient advocate at



ENGLEWOOD HEALTH

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201-894-3000

englewoodhealth.org

Englewood Health complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Para asistencia lingüística gratuita, llamar al 201-894-3368.

무료 통역 서비스를 원하시면 201-894-3368로 문의바랍니다.