

GETTING HELP AT PEACHFORD



Congratulations on your decision to make an important change in your life. You have reached a turning point and are ready for something better for yourself and your family. The staff at Peachford recognize the importance of what you have decided to do and share your commitment to get the most from your stay here. Even though you may feel somewhat overwhelmed by the problems you face, we believe the primary task of hospitalization is for you to learn how to take full advantage of the strengths and abilities you already possess. There is one common purpose in all the therapies at Peachford, and that is to help you find ways to improve the quality of your life. We are enthusiastic about helping you in your efforts to make this happen.

YOUR EXPECTATIONS

During the next few days we will do our very best to help you on your way toward successful treatment. The programs, staff and various activities will make many demands upon you and your time. We have some general expectations for all our patients, as outlined in “Our Expectations.” We will also set some individual expectations with you, and we will help you set more personal expectations for yourself. You are entitled to have some expectations of us as well.

As a patient here, **YOU CAN EXPECT:**

- To find all the program activities, services, and materials necessary to help you in your treatment.
- To be assisted by a competent staff that is understanding, knowledgeable, trained and dedicated to the success of your treatment.
- To have some feelings of uncertainty until you get comfortable with the how’s, what’s, when’s and why’s of your treatment.
- To be treated with respect.
- To retain your dignity and personal rights.
- To have your privacy respected by others.
- To occupy a safe, clean, comfortable environment.
- To be served nutritious, well-prepared meals.
- To have our program include your family or person most concerned about your treatment.
- To have the freedom to question, comment and suggest at any time and to be heard.
- To receive our continued encouragement and assistance following your discharge.
- To live on a unit with other patients who may have experienced similar symptoms or situations to those that brought you to the hospital.



OUR EXPECTATIONS

The key to the success of your treatment is your willingness to participate in all aspects of the program. We will share tools and principles to help ensure your success.

As a patient at Peachford, **WE HOPE YOU WILL:**

- Be willing to participate fully in and to learn from a total program designed for your benefit.
- Utilize all of the resources that are made available to you.
- Be honest about your problems and your need for treatment.
- Be positive in your attitude toward treatment and in your response to the program and policies of the hospital.
- Be open-minded to the information and principles presented to you.
- Respect the rights of other patients.
- Share openly with others; not keep to yourself or contribute to dependent relationships.
- Rise early whether or not you eat breakfast.
- Keep your room neat and clean with beds made by 8:15 A. M.
- Dress appropriately at all times.
- Be on time for all activities.
- Help us in keeping the unit presentable by depositing empty cups and papers in wastebaskets. **PLEASE CONSUME FOOD IN THE DINING ROOM OR DAY ROOM ONLY. NO FOOD OR BEVERAGES ALLOWED IN YOUR ROOMS.**
- Be receptive to change as reflected in attitudes and behavior.
- Grow from daily physical, mental and spiritual experience.
- Translate knowledge and learning into behavior and daily living.

ADULT TREATMENT PROGRAM



In the first 72-hours of **your stay** with us, Peachford will provide a comprehensive evaluation, **including, but not limited to:**

- ✓ Complete psychiatric evaluation within 24 hours of admission
- ✓ Complete Medical History and Physical Health Assessment by a physician
- ✓ Medication Management by psychiatry, as well as Medication Administration 24 hours daily, seven days per week by licensed nurses
- ✓ Medical Consultation available daily if needed for medical issues
- ✓ Nursing Assessment
- ✓ Comprehensive Psychosocial Assessment
- ✓ Activities/Recreation Assessment
- ✓ Pharmacy Services
- ✓ Laboratory Services
- ✓ Nutritional Assessment and Dietary Plan as indicated, including an ability to adapt to cultural and/or dietary/medical restrictions
- ✓ EKG if ordered by the physician
- ✓ Basic radiology/X-ray services if ordered by the psychiatrist
- ✓ Electro-Convulsive Therapy if ordered by the psychiatrist
- ✓ Family contact to gather additional information that may be needed to complete treatment plan.
- ✓ Daily clinical program/milieu including various groups and lectures to learn coping skills
- ✓ 24 hour / 7 day per week assessment and nursing care to monitor your response to medications, detox symptoms and other medical factors that require attention during stabilization of your mental health.

Not included, but available as needed: Neurological evaluation, CT, MRI, EEG, Sleep-deprived EEG, Full-battery Psychological Testing, Neuro-psychological Testing, other **urgent care** medical, dental, or non-psychiatric care issues.

Following this comprehensive evaluation, a representative from your treatment team will meet with you to discuss our treatment recommendations.

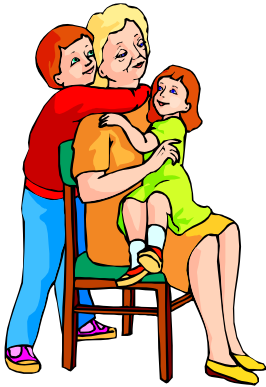


CHILD AND ADOLESCENT TREATMENT PROGRAMS

In the first 72-hours of **your child's** stay with us, Peachford will provide a comprehensive evaluation, **including, but not limited to:**

- ✓ Complete psychiatric evaluation within 24 hours of admission
- ✓ Complete Medical History and Physical Health Assessment by a physician
- ✓ Medication Management by psychiatry, as well as Medication Administration 24 hours daily, seven days per week by licensed nurses
- ✓ Medical Consultation available daily if needed for medical issues
- ✓ Nursing Assessment
- ✓ Comprehensive Psychosocial Assessment
- ✓ Activities/Recreation Assessment
- ✓ Pharmacy Services
- ✓ Laboratory Services
- ✓ Nutritional Assessment and Dietary Plan as indicated, including an ability to adapt to cultural and/or dietary/medical restrictions
- ✓ EKG if ordered by the physician including pediatric interpretation if administered to young children
- ✓ Educational assessment and assistance, assignments from your child's school should be brought to the hospital
- ✓ Basic radiology/X-ray services if ordered by the physician
- ✓ Strict daily behavior management program, reviewed with the family
- ✓ Individual, group, family and multi-family therapy
- ✓ Daily clinical program/milieu including various groups to learn coping skills
- ✓ 24 hour / 7 day per week assessment and nursing care to monitor your response to medications, detox symptoms and other medical factors that require attention during stabilization of your mental health.

Not included, but available as needed: Neurological evaluation, CT, MRI, EEG, Sleep-deprived EEG, Full-battery Psychological Testing, Neuro-psychological Testing, other **urgent care** medical, dental, or non-psychiatric care issues.



VISITATION

Visitation varies depending on the unit you or your loved one will be staying. No children under the age of 12 allowed on the units during visitation hours. Visitation for patients with children under 12 will be allowed in the staff dining room Sunday from 3:15 p.m. – 3:45 p.m.

CHILD UNIT			
Monday	Wednesday	Saturday	Sunday
7:00 p.m.– 8:00 p.m.	7:00 p.m.– 8:00 p.m.	1:00 p.m.– 2:00 p.m.	1:00 p.m.– 2:00 p.m.

ADOLESCENT UNIT			
Tuesday	Thursday	Saturday	Sunday
7:00 p.m.– 8:00 p.m.	7:00 p.m.– 8:00 p.m.	1:00 p.m.– 2:00 p.m.	1:00 p.m.– 2:00 p.m.

ADULT MALE/FEMALE UNIT			
	Wednesday	Saturday	Sunday
	6:30 p.m.– 7:30 p.m.	2:00 p.m.– 3:00 p.m.	2:00 p.m.– 3:00 p.m.

EDU			
	Tuesday	Saturday	Sunday
	7:00 p.m.– 8:00 p.m.	3:00 p.m.– 4:00 p.m.	3:00 p.m.– 4:00 p.m.

Family Group for EDU Sunday 1:30 – 2:30 p.m.

MALE/FEMALE STABILIZATION UNIT			
	Wednesday	Saturday	Sunday
	6:30 p.m.– 7:30 p.m.	1:00 p.m.– 2:00 p.m.	1:00 p.m.– 2:00 p.m.

MAGNOLIA UNIT			
Monday	Wednesday	Friday	Saturday/Sunday
1:30 p.m.– 2:30 p.m.	1:30 p.m.– 2:30 p.m.	1:30 p.m.– 2:30 p.m.	2:00 p.m.– 3:00 p.m.
	6:30 p.m.– 7:30 p.m.		



QUESTIONS ABOUT WHAT TO BRING

An important message for our patients and visitors.....

Peachford Behavioral Health System strives to maintain a safe and therapeutic environment for all patients, visitors, and staff. In order to achieve this, we restrict access to potentially hazardous items in the facility.

WHAT TO BRING

- Comfortable clothing for approximately 3 days including socks and underwear
- During warm weather, one-piece swimsuits for women and trunks for men
- Tennis Shoes
- Bathrobe
- Sleepwear (without drawstrings, not see-thru)
- Electric shavers, disposable razor, shaving cream
- Personal hygiene items (soap, shampoo, toothpaste, toothbrush, deodorant, etc.)
- Grooming appliances (hair dryers, curlers, curling iron only)
- Make-up (please limit to 1 of each type-eyeliner, mascara, lipstick, etc.)
- 1 Jacket

Please place all items in a paper bag and label with the patient's name. Due to storage constraints, we ask that family members not bring multiple pieces of luggage for the patient.

WHAT NOT TO BRING

Potentially hazardous items include, but are not limited to the following:

- Spray cans (aerosols)
- Glass containers, vases, or other glass items (including perfume, cologne & aftershave bottles)
- Lighters
- Compacts with mirrors
- Sharp objects, including scissors, knives, metal nail files, and knitting needles
- Metal combs, hair picks, rattail combs, flat irons
- Any liquid containing alcohol (including mouth wash)
- Sewing needles, safety pins, straight pins
- Wire coat hangers
- Tape recorders, headphones, hand held games, televisions, radios, cell phones, beepers, computers, or other electrical appliances not required for daily personal care
- Weapons or protection devices
- Belts, cords, straps, ties, laces and dental floss
- Plastic bags or sheeting

Washing machines, dryers, and detergent are available. Grooming appliances will be kept at the Nurses' Station. Electrical appliances required for daily personal care will be checked by maintenance prior to supervised use.

Thank you for helping us keep our units as safe and therapeutic as possible for all patients.

PATIENT'S RIGHTS



Peachford Hospital strives to protect the rights and dignity of its patients and their families. Every effort is made to safeguard the legal and civil rights of patients and to inform them of their rights, including the right to legal counsel and the requirements of due process. The staff members seek to carry out these duties in a manner that preserves and enhances the patient's and family's self-respect. The patient and family participate in the formulation of the patient's treatment plan. The nature of the treatment and any specific risks involved are explained to the patient and family in understandable terms.

An individual entering Peachford Hospital for treatment does not give up his/her rights. Each person who is a patient shall:

1. be treated under to the least restrictive environment possible, be able to socialize, to participate in recreational activities as prescribed and appropriate, and have the right to move about freely as your treatment and safety permit, unless restricted by your physician.
2. Have impartial access to treatment that is free of discrimination by race, religion, sex, ethnicity, age, or handicap, and shall retain his/her legal rights.
3. Have individualized treatment including:
 - a. adequate and humane services;
 - b. an individualized treatment plan;
 - c. regular review of the treatment plan;
 - d. an adequate number of competent, qualified and experienced clinical staff supervising and implementing the treatment plan, and to know the exact title of all staff providing treatment.
 - e. the right of the patient/family or guardian to participate in the formulation of the treatment plan and periodic review of this plan.
4. Have the right to refuse and object to any specific form of care or treatment which is not believed to be in your best interest, except when there is danger of life, limb or permanent disability.
5. Be treated with dignity as a human being.

6. Not have unnecessary or excessive medicine prescribed.
7. Be allowed to send and receive sealed letter mail unless clinically contraindicated.
8. Be allowed to conduct telephone conversation with family and friends, unless clinically contraindicated.
9. Be allowed visitation during regular visiting hour, unless clinically contraindicated.
10. Be afforded an opportunity to have access to an outside consultant at the patient's own expense.
11. Have the right to be informed of the risks, side-effects and benefits of all medication and treatment procedures used.
12. Have other treatment alternatives that are available to be fully explained.
13. Have the right to the itemized cost of their treatment upon request to the Business Office.
14. Be permitted to keep personal effects unless deemed hazardous to self or others.
15. Have the right to have the rules and regulations of the treatment program presented and fully explained.
16. Have the right to participate in the development and to be fully informed of any and all discharge plans while still a patient in the facility.
17. Be aware that none of the following procedures will be performed without written, dated and signed informed consent:
 - a. voluntary admission to the program
 - b. release of confidential information
 - c. use of audio or video tapes
 - d. utilization of surgical procedures
 - e. utilization of electroconvulsive therapy
 - f. utilization of any unusual medication, hazardous assessment or treatment procedures.
18. Be assured of the confidentiality of information and that such information will not be released without signed consent, and shall be informed of those conditions under which confidentiality may be breached.

19. Have the right to an impartial review of violations of the rights assured under this section and the right to access to legal counsel.
20. Have the right to have family members or representatives informed of care with a written, dated and signed consent form.
21. Have access to information in the medical record, unless contraindicated.

CONFIDENTIALITY of PATIENT RECORDS

The confidentiality of patient records maintained by Peachford is protected by Federal Laws and regulations. Generally, the program may not say to a person outside the program, that a patient attends the program or disclose any information identifying a patient, UNLESS:

The patient consents in writing.

The disclosure is allowed by a court order.

The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.

Because Peachford is recognized as a leader in the treatment field, we are a training facility for other professionals. There may be nursing or medical students, graduate students or visitors on the unit from time to time. The same rules of confidentiality apply to observers as to staff.



CONFIDENTIALITY BETWEEN PATIENTS

Patient privacy and confidentiality are of primary importance during your treatment. Due to the sensitivity of issues discussed during treatment, we ask that you protect confidences shared by other patients and use caution in discussing issues in patient lounges, the dining room, and recreation room where conversations can be easily overheard. Discuss only your own issues outside of group – never other people's issues.

Sound recording devices/cameras are prohibited to insure confidentiality of all our patients. No headphones or items with cords are allowed in patient rooms.

Note: To protect your confidentiality, visitors are not allowed on the unit after the admission process is completed.



PATIENT IDENTIFICATION POLICY

Since we work very hard to provide individualized care within a safe, secure setting, we have a system for easy identification of patients. Each patient will be provided a wristband and a patient identification number that can be used for family and friends to call. Without this number, access to the patient will be denied.

PATIENT ADVOCATE

Any person believing that rights as specified herein have been violated may contact the Patient Advocate. The patient, through the community meeting or the confidential grievance procedure, has the right to initiate a complaint against the hospital or any of the hospital personnel.



MEALS

Due to the lack of storage area on the units, no food or drinks can be brought by families for patients. We have vending machines available for snacks and soft drinks, as well as snacks supplied by our dietary staff. Food should not be taken from the cafeteria to the unit. Food is not allowed in patient rooms. Please keep the patient lounge clean. If you eat snacks in the lounge, you will be responsible for cleaning up.

SMOKING

Peachford recognizes the substantial health risk of smoking and strongly discourages smoking. However, there is a smoking shelter located on each wing and smoking is allowed in these shelters at designated times.

SAFETY ISSUES

Peachford reserves the right to wand visitors and/or patients as needed in order to ensure safety. Peachford encourages all valuables to be left at home or sent home at the time of admission.

TREATMENT COMPONENTS

An individualized treatment plan will be developed specifically for you. Your treatment plan will be based upon your evaluation and the input you provide. This plan will be reviewed daily and updated each week by the Multidisciplinary Treatment Team.

GROUP THERAPY

Group therapy assists and encourages patients to interact with others in a therapeutic way. Patients will begin to share issues to aid in stabilizing the symptoms that lead to hospitalization. Your treatment will include combinations of the following:

Process Groups	Goal Setting
Leisure Counseling	Psychoeducation
Assertiveness Training	Videos
Recreational Activities	Parenting Issues
Community Meetings	Substance Abuse Education
Spiritual Issues	Substance Abuse Step Groups
Discharge Planning	Medication Education
Relaxation	Family Education

FAMILY SESSIONS / FAMILY CONTACT

A member of the Social Services Department will contact your immediate family. It is important that you sign a release of information that includes the names and phone numbers of your family who will be involved in your treatment. Family involvement is highly recommended to obtain education about your diagnosis, to understand what leads to a crisis, to develop a crisis plan, and to understand what the next step in treatment will be. Family sessions will be conducted after you are stable enough to participate. Family sessions will be conducted in person or by phone if your family cannot come to the hospital. Your family can call to leave a message for your social worker to schedule a family session if needed.

DISCHARGE PLANNING AND THE CONTINUUM OF CARE

We begin thinking about your discharge at the time of your admission. We believe ongoing, thorough planning for discharge during your admission is critical for your success. Completing the full continuum of care offers the greatest benefit. We offer a full continuum of care that begins with inpatient stabilization. After stabilization, the Partial Hospitalization Program or the Intensive Outpatient Program may be recommended. Peachford's free Aftercare Program is recommended for all adult patients who have completed any of our programs.

CONTINUING CARE

Hospitalization is intensive, yet only a part of your treatment. We hope you will have a good start in therapy by the time you leave. A good deal of personal work will still need to be done with a therapist outside of the hospital. This work may be in our Partial Hospitalization Program, Intensive Outpatient Program or in outpatient treatment. Peachford's free Aftercare Program will also be a part of your continuing care.



TELEPHONE

Phones are available on each unit and may be used during free time. Please explain to your family and friends that the best time to call is when you are not in a scheduled activity. Phones are turned off during group times and at night. Please give the unit phone number to those who may be calling you.

You may answer either of these telephones if they are ringing except during group times. For purposes of confidentiality, you should answer the phones "Hello" instead of "Peachford Hospital." Information regarding patients should never be shared with callers. There are note pads near each telephone for messages. Post any messages on the bulletin board at the nursing station.

**Please have your family and friends call
(770) 454-5574
and dial the appropriate extension listed below**

ADULT MALE UNIT	X 1837	X 1838	

ADULT FEMALE UNIT	X 1046	X 1047	X 2296
MALE/FEMALE STABILIZATION UNIT	Male:	X 1005	X 2287
	Female:	X 1007	X 2242
MAGNOLIA UNIT	East:	X 2203	
	West:	X 2655	
EATING DISORDERS UNIT	East:	X 2365	
	West:		