



Bringing Life Into Balance

Outpatient Services

Partial Hospitalization Program (PHP)
&
Intensive Outpatient Program (IOP)

Patient Handbook

Confidentiality

The confidentiality of patient information is very important. Peachford Behavioral Health System makes a sincere effort to protect the confidentiality of patient healthcare information. We follow all applicable laws and regulations regarding confidentiality. You are asked to never talk about other patients (e.g. their identity, their participation in the program, or their reasons for being here). You are requested to not share conversations that occur in group therapy with anyone outside of the group. The only exceptions to talking about other patients are (1) in group therapy sessions whether the other patients being discussed are present or (2) to a staff member in case of an emergency.

Absence/Emergency Notification

In the event that you think you will not be able to attend a scheduled day, we ask that you call Outpatient Services and either talk with a staff member or leave a message.

If you are in the Dual Track Program (substance abuse), the number to call is 770-454-5574 ext. 2399.

If you are in the Psychiatric Track Program, the number to call is 770-454-5574 ext. 2274.

In the event of a non-medical emergency after hours, please call the Assessment Center at 770-454-2302. There are Master's level counselors on duty 24 hours per day, 7 days per week who will know how to assist you.

Telephone/Pagers

A telephone is available in PHP/IOP for use during break time, before the program begins in the morning, or after the program ends at 3:00 p.m. or 12:45 p.m. for Intensive Outpatient Program (IOP) participants. Please limit your telephone calls to 3 minutes so that the telephone is available for everyone in PHP/IOP.

If your family needs to get in touch with you, please have them call the main number for PHP/IOP, which is 770-454-2314. The staff will take the message and relay it to you at the first available opportunity. You will only be disturbed in group if the message is communicated by your family to be an emergency.

Cellular telephones should be locked in your automobile. If it is necessary to bring a cellular telephone into the building, please be respectful and turn it off (not just on vibrate, but off) during group therapy sessions. *Please also review*

the Outpatient Safety Statement at the end of this handbook for further details about the usage of cellular telephones in the main hospital.

Smoking Policy

Smoking is permitted only in the designated area outside of the front entrance of the Outpatient Program. There is no smoking inside the building or on the walkway leading up to the Outpatient Program.

Food & Beverages

Your lunch will be provided in the Cafeteria inside the main hospital. Beverages and snacks are also available from vending machines located in the waiting area of the Outpatient Program. There is no eating or drinking allowed in group rooms.

Housekeeping

All patients in PHP/IOP are asked to clean up after themselves. Please help put the group room back in order after the conclusion of each group and at the end of each day. Please throw away used papers, containers, and newspapers that you bring each day to program. Please return magazines and other reading materials to their appropriate place in the general front area.

Valuables

Outpatient Services cannot be responsible for lost or missing items. We ask that you limit the amount of money, credit cards, and valuable items that you bring to program each day. Jewelry should be kept on your person (if you choose to wear any) and not taken off, loaned, or left in the bathrooms. If you drive yourself to the program, we ask that you lock your car and store any valuables in the trunk of your car.

Staff Contact

At the beginning of your program, you will be assigned a therapist who will coordinate your care with the treatment team. If you are a transfer patient from Inpatient, the staff will review the information from your Inpatient hospitalization with you to see if there are any changes. If you are a direct admission (i.e. coming from the Assessment Center and not from Inpatient), a more thorough assessment will be done within 24 hours of your admission to Outpatient Services (in PHP or IOP). Your therapist, together with your

attending psychiatrist, will develop a plan of treatment and review it with you. Your participation in this process is very important and your progress in completing your treatment plan will be reviewed with you each week that you are in the program.

Grievances

Peachford Behavioral Health System's goal is to provide a valuable treatment experience and Service Excellence to all patients. If you have any concerns or problems with your experience, the facility has a procedure for allowing you the opportunity to register a complaint and seek resolution. Patients who have complaints should notify their psychiatrist, therapist, nurse, or the Director of Outpatient Services. The staff member receiving the complaint will actively work on resolving the complaint. If the problem is not resolved, you are encouraged to contact the Patient Advocate for further assistance.

Treatment Program

The Adult Partial Hospitalization Program (PHP) and the Intensive Outpatient Program (IOP) at Peachford are specially designed levels of care that are intended to meet the unique needs of adults who are experiencing psychiatric symptoms and/or substance abuse problems that impair their daily functioning. The PHP and IOP programming provides comprehensive treatment for patients experiencing problems with psychiatric and addiction disorders. The PHP and IOP treatment programs are part of the continuum of care that Peachford offers and are available to patients who are in need of an intense and structured program but not in need of 24-hour continuous care. These programs offer immediate access to a safe, structured environment that enables the patient to return home at night and maintain important family relationships. Most insurance companies cover these services and all payments are due at the time of service.

Partial Hospitalization Program (PHP) - This program is appropriate for patients who have mild to moderate mental or emotional disorders who require coordinated, intensive, comprehensive, and multi-disciplinary treatment. PHP is appropriate for patients who are able to maintain themselves in the community at a minimum to moderate level of functioning and those who present no immediate threat to themselves or others. PHP also is beneficial for patients who are making a transition from inpatient care back into the community or can be a supplement to the recovery process for patients who have failed to respond adequately to standard weekly outpatient therapy.

The average length of stay varies between 1 to 3 weeks. Programming includes four group therapy sessions with a short wrap-up session. Group therapy is the primary mode of treatment, and patients in PHP will have two individual sessions per week with their assigned psychiatrist. PHP starts at 9:00am and

concludes at 3:00pm Sunday thru Saturday (7 days per week). Lunch is provided as part of the program.

Intensive Outpatient Program (IOP) - This program is frequently (but not always) a step down level of care for patients who have been in the Partial Hospitalization Program (PHP). IOP is appropriate for patients who are at a lower risk and no longer require the full day programming that is part of PHP. Hours of operation for IOP are 9:00am to 12:45 pm Sunday thru Saturday (7 days per week). Patients are not followed by a psychiatrist at this level of care.

Adult Dual PHP Services - The Dual Diagnosis program (either at the PHP or IOP level) is designed to meet the needs of adults who have both primary psychiatric disorders and substance abuse problems. The program is based on the 12-step program model and relapse prevention model. The PHP and IOP continuum of care at Peachford offers immediate access to a structured environment and offers assistance in beginning recovery or maintaining recovery.

Adult Psychiatric Services – The Psychiatric Program (either at the PHP or IOP level) is designed to meet the needs of adults who have primary psychiatric disorders. The program provides groups that address a variety of problems that may interfere with a person’s ability to function at work or home. Mental health conditions are characterized by alterations in thinking, mood, or behavior and associated with distress and impaired functioning. Early intervention is needed many times before it becomes potentially life threatening. The treatment at Peachford Hospital can help a patient function at a higher level in daily living.

Group Therapy

There are four groups offered each day as part of the Partial Hospitalization Program. Two of these group sessions are conducted in a Group Psychotherapy format and the other two are Group Psychoeducational in format.

Group Psychotherapy is primarily less structured than Group Psychoeducation, allowing spontaneous discussion of a variety of relevant topics by the groups’ members. The members are encouraged to share group time and bring up topics that are relevant at the time. It is not uncommon to have multiple topics within one group session. This type of group is most likely to stir participants up emotionally compared to the Psychoeducational Group format.

Group Psycho-education is typically more structured than Group Psychotherapy and there is a heavy focus on education. Handouts,

reading materials, and/or props are usually involved. Group member disclosure is typically less than in Group Psychotherapy, however, group members are encouraged to personalize the material being taught/covered in each session.

Family Involvement

Family Involvement is a vital part of the treatment process in outpatient therapy. Because the patient returns home each night, it is important that family members become actively involved in the therapeutic process. Family members are strongly encouraged to take part in **Multi-Family Groups that occur on Saturdays and Sundays from 1:45-2:30pm**. Family involvement is an integral part of the patient's overall treatment program and can assist in reducing relapse. Family sessions will be scheduled as needed in order to educate family members on the patient's treatment goals, needs, and progress, as well as assisting the family members in working through their own feelings about the treatment process. Due to the nature of topics discussed it is requested that only children ages 13 and higher attend these groups.

Conclusion

Now that you have read the Orientation Manual, you should have a basic idea of the Partial Hospitalization Program and/or the Intensive Outpatient Program. Please know that the staff in Outpatient Services strives to provide Service Excellence, which means going the extra mile to make your time at Peachford productive, effective, and helpful. We can only do so much though and we need your active involvement in treatment in order to be truly effective. We encourage you to ask questions and hope that you understand we (as mental health professionals) will be asking some pretty difficult questions of you at times, as part of your treatment. Please take full advantage of your time in the program, attend daily, participate fully, and take advantage of the experience, training, and knowledge that our staff of trained nurses and therapists offer to all patients in our programs.

Outpatient Safety Statement

We are very focused on Patient Safety and ask that you leave all bags, bookbags, sharp items, cell phones, etc. that are not ABSOLUTELY ESSENTIAL in your car or at home. These items can also be locked up by staff during the day.

If you choose to keep your bag or cell phone with you, you are not allowed to use your cell phone inside the hospital. We ask that if you need to make a call on your cell phone that you restrict this call to breaks and only outside in the smoking area. Cell phones pose a danger to inpatients due to confidentiality. If you are found using your cell phone inside of the hospital, it will be confiscated and returned to you at the end of the day.

Items such as belts, scarves, nail files, makeup compacts, mirrors, lighters, etc. are a threat for inpatients. When you are in the main hospital for lunch and/or dinner, please keep these items attached to your body, or leave them in your bag or car. Do not leave ANY personal belongings lying on the table in the cafeteria while you go through the lunch line. Keep all items with you at all times. Inpatients can quickly grab these items and they can endanger others. While you may think that an item is harmless, these rules exist for the safety and security of all patients and visitors. Everyone must help in ensuring safety at this hospital.

When you go to the main hospital for lunch and/or dinner, you **MUST** travel as a group. This requirement is so that you can be let into the hallway as a group. Inpatients are frequently in the hallway, and you will have to wait until the hall is clear for the doors to be opened for you. If you do not travel as a group to eat, you will have to wait in the lobby for a group to form before being let in. Again, this is to protect inpatients who might be traveling in the hallway.

You interact with your peers in a daily basis in group and after group. If someone shares something with you that you believe poses a threat or risk to that person or to someone else or others, please notify a staff member immediately.

Thank you for choosing Peachford Hospital for your outpatient treatment. We want you and fellow patients to be secure and thank you for your efforts in making this a safe place to heal and grow.