

PSYCHIATRIC INPATIENT 1 EAST
Patient Handbook

For many people, being hospitalized can be a source of worry or concern. To make your stay with us as comfortable and productive as possible and to acquaint you with the workings of our unit, we have developed this handbook. Our staff is here to support and assist you during your stay and is available to answer any questions that you may have about your admission and your care. Welcome to the 1 East.

Location

You have been admitted to the Inpatient Psychiatric 1E unit at St. Joseph Mercy Hospital. Our address is 5301 E. Huron River Drive, Ann Arbor, MI 48106. The phone number to reach the unit desk is (734) 712-6101. Other phone numbers are available throughout the unit.

Your Room

You have been assigned a room based on availability or your special needs. We want you to be comfortable in your room and will assist you with linens, towels, toiletries, etc. as needed. As part of your overall treatment, you are encouraged to use your daily living skills to make your own bed and to keep your room neat, if you are able. Staff will clean your bathroom and floors and empty your trash on a daily basis.

We understand that privacy is an important issue for you. All patients are expected to respect other patients' privacy and refrain from entering other patients' rooms. You may visit with other patients in the common areas of the unit. (See Visitor Guidelines.)

To monitor your well being, staff will be checking on you throughout the day and night. You may want to consider keeping your door slightly ajar at night to avoid being awakened by the sound of the door latch opening and closing.

Personal Items

You are expected to dress in street clothes while on our unit and may want to have someone bring a couple of changes of comfortable clothing for you. Clothing should be appropriate for a public setting and should not be too tight or too revealing. A washer and dryer are available on the unit for your convenience. Staff will assist with laundering clothing as necessary. Please do not loan clothes to or exchange clothes with other patients.

If you have brought wallets, checkbooks, credit cards or large sums of money with you, you may either have a relative or friend take those items home for you or they can be locked in a safe in the security office. Laptop computers, cell phones, televisions, portable DVD players, DVDs, beepers, ipods, mp3 players, pagers, video games and accessories and fans cannot be used on the unit. Movies are available for viewing on the unit through the Activity Therapy Department. Radios, CD players and cassette players may be used as long as they have no recording devices or cords.

If you leave clothing on the unit after you are discharged, they will be kept for two weeks. After that time they may be distributed among needy patients. Valuables that have been left will be taken to the Lost and Found where they may be claimed.

Meals

Breakfast, lunch and dinner are provided seven days a week at regular times, around 7:45 a.m. for breakfast, 12:15 p.m. for lunch and 6:15 p.m. for dinner. You will be given a prepared menu from which you may select food items on a daily basis. If you require a special diet for health or religious reasons, this will be provided for you. Consultation with a dietician is available at your request or at your treatment team's recommendation.

You will be encouraged to eat in the dining room with peers to help you engage with others and to become more comfortable on the unit. Eating in your room is allowable, but spending time with peers is part of your treatment program while you are in the hospital.

Snacks are available in the dining rooms for all patients. If you wish to have family or friends bring in snack items for you, they may be kept in your room or in the patient kitchen at the discretion of your nurse. All personal food items kept in common areas will need to be labeled with your name. 1 East is a caffeine free unit, patients and visitors cannot bring in caffeinated beverages.

Contact with family and friends

Family and friends are welcome to visit. Children under the age of 18 must be accompanied and supervised by a responsible adult. You may meet with your visitors in your room or common spaces including the kitchens or lounges. It is expected that both patients and visitors will conduct themselves in accordance with program rules and guidelines, keeping in mind patient safety and social courtesy. Visiting hours are from 12:00 to 2:00 p.m. and 5:00 to 8:00 p.m. Monday through Friday and from 12:00 to 8:00 p.m. on weekends or holidays. Visiting hours are limited to these times to avoid conflicting with therapeutic program activities in which you are expected to participate. Unless you have signed consent for the release information to a particular individual visiting you,

your confidentiality will be maintained and information will not be available to your visitors. (See Visitor Guidelines.)

You may have someone bring your pet to visit you while you are in the hospital, but your pet must meet certain requirements. You can contact the hospital security department at 712-3344 to get further information about pet visitation. Pet visiting information is also available at the clerk's desk.

Stationary telephones are available throughout the unit in the hallways, lounges and dining rooms for you to make or receive phone calls. Staff can place long distance calls for you on a limited basis.

Safety

In order to insure your safety while in our care, there are a number of policies and practices that we follow. Doors leading into the unit are always locked and you will only be allowed to leave the unit, accompanied by staff, for scheduled appointments or activities. All patients admitted to 1E have their belongings checked upon admission so that items that may be potentially harmful to anyone on the unit can be removed and locked up or sent home (i.e. razors, knives, sharp scissors, etc...). You may be able to "sign-out" some of these items and return them to be locked up when you are finished with them (i.e. personal grooming devices). Some items may be used only with the supervision of staff, or in therapeutic groups/activities (i.e. knitting needles/yarn). There may also 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 that those items pose a risk to you.

Staff will be checking on you throughout the day while you are on the unit, in activities or in your room. Staff will need to make visual contact on these checks and will need to know if you are in your bathroom so that they can return to check on you at another time. If you are in your bathroom and do not verbally respond, staff will need to enter the room to check on you. We ask that you refrain from taking a shower from the hours of 11pm to 6am so unit counts can be completed in a timely fashion.

Please do not share or give your personal belongings or money to other patients. Something that may be safe for you to use may not be safe for another patient and may put others at risk.

While you are on the unit, there may be times that you are feeling overwhelmed by your thoughts or feelings. Before these 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 calm yourself and you become physically threatening, staff may use the seclusion room, restraints, tray chairs and/or medication to help you regain

control. It is always our goal to keep you safe and provide you with a therapeutic environment.

Smoking

Our hospital is a no smoking campus; there is no smoking anywhere in the hospital or on the hospital grounds. Smoking materials including 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 and Nicorette gum can be ordered by your doctor to address any nicotine cravings that you may experience. You will not be able to smoke if you go on a therapy walk with staff or leave the unit for any other reason during your admission. Patients who receive smoking materials or other contraband from visitors may have restrictions placed on their visiting privileges.

Treatment Team

Each shift of each day, your staff will be identified by their photos, which are displayed on the staff assignment board near the clerk's desk. Your treatment team that includes a psychiatrist, nurse, social worker, recreational and occupational therapists and patient care technicians or assistants. The team works together to coordinate your care while you are in the hospital and to plan for your follow-up care when you are released. You will meet the members of your team and have an opportunity to talk with them both as a group and individually during your stay in the hospital.

Your psychiatrist will meet with you daily to provide information about your medication and your condition and to discuss other issues relevant to your hospitalization and treatment.

Your nurse will introduce you to the unit and to the treatment program as part of your admission. You will have contact throughout the day with your nurse as he or she gives you information about the medications that have been prescribed, keeps you informed about your treatment program, discusses your progress with you and inquires about ways that he or she may be helpful.

Your social worker will meet with you to talk about your living circumstances, your relationships, any environmental stressors that you may be experiencing and any community resources with which you are involved or that you may need upon discharge. As part of your treatment, your social worker will ask if it would be okay to speak with family members or friends who have information that could be helpful in your treatment or who want to know how they can support you in your recovery. Such an information exchange may involve various team members and may be done in a family meeting or in a telephone conversation with the individuals you have designated. Formal consent to release information

is required for any member of the treatment team to speak to others about you or your care.

You will meet with recreational and occupational therapists to talk about 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 that you may have. You will also have patient care technicians or patient care assistants who work on your hallway. These treatment team members are here to assist you with your daily living activities and may also take your vital signs and assist with other medical procedures.

You will have a physical examination by an internal medicine doctor. This doctor may prescribe medication for your physical needs.

If you have any questions or concerns while you are in our care, please speak to someone on your treatment team.

Spiritual Needs

A non-denominational hospital chaplain or Eucharistic minister is available to meet with you individually for your spiritual needs. Your nurse or social worker can arrange for a pastoral visit at your request. Catholic mass can be viewed through the hospital television network on the Care Channel (channel 37) at scheduled times. You will also be given an opportunity to attend a spiritual support group that is led by our unit chaplain. If you wish to have a visit from your own clergy, let your nurse or social worker know.

Medications

Your psychiatrist may prescribe medications for you, and your nurse will bring your medications to you at scheduled times. You may have other medications that you can request on an as needed or “prn” basis. You will need to ask your nurse for these medications if you feel that you need them.

We want to educate you about your medications so that you will understand the benefit of taking them both while you are in the hospital and when you are discharged. It is important that you talk with your psychiatrist and your nurse about your medications and how they are affecting you.

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

If you brought medications from home when you were admitted to the hospital, they may not be returned to you unless they are being prescribed for your use after discharge.

Groups

There are a variety of therapeutic groups and recreational activities that you will be expected to attend throughout the day. You will meet with a recreational or occupational therapist who will provide you with a schedule of these groups and activities at the beginning of your stay. Attending groups and activities will be helpful to you and 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 how you are doing in terms of your mood and thinking and your ability to follow directions and relate to others. This information will be helpful for your physician as he or she makes decisions about your treatment in the hospital.

Financial Concerns

Whether or not you have health insurance, you may have questions or concerns related to the cost of your care while you are in the hospital. To get answers to your questions, you may talk with either our Utilization Review Specialist who is located on the unit or a representative from Patient Financial Services.

Rights

The Michigan Mental Health Code provides for the protection of your rights as a recipient of mental health services. As part of the admission process, you have been given a booklet entitled "Your Rights When Receiving Mental Health Services in Michigan." If you have concerns about a rights violation, you may contact the hospital Rights Advisor at 712-2701.

Discharge

Because we are a short-stay stabilization program, hospitalization on our unit generally is not lengthy. As part of your treatment, you will be asked to actively participate in planning for your discharge. Your treatment team will ask you how you think you have made progress and may also ask family or friends, whom you have identified, how they think you are doing. To prepare you for discharge, we will want you to have an understanding of your medications, to have scheduled appointments for care after discharge and to have instructions on what to do if you need help once you are discharged to the community. Your psychiatrist will make the final decision about your discharge date.

It is not uncommon for patients to form relationships during hospitalization and to want to continue those contacts after discharge. While we do not prohibit

visitation on the unit from former patients, we do encourage patients to use their supports in the community.

As part of the discharge process, you may be asked to complete a satisfaction survey. We care about your impression of our hospital and how our staff has worked together to care for you. We want to use your feedback to improve our setting and services for future patients.

Crisis Hotlines

We would like to make you aware of resources to assist you in the community if you should find yourself in crisis once you have been discharged from the hospital. Washtenaw, Livingston, Monroe and Wayne County residents may dial "211" to be linked to a broad spectrum of social services including suicide hotlines and crisis intervention services. Wayne County residents may also dial 800-552-1183 to directly connect to an emergency line. The National Suicide Hotline can be reached by dialing 800-241-4949. You may want to consider keeping these numbers in a place where they can easily be located in a time of crisis.