## Talk to the Members of Your Treatment Team

Don't be afraid to ask questions.

Your health is too important to worry about being embarrassed if you don't understand something your doctor, nurse or other treatment team member tells you.

Don't hesitate to tell a staff member if you think he or she has you confused with another patient.

Before you leave, make sure you understand instructions on how to get follow-up treatment care or services

Don't be afraid to ask questions

## Something to Consider.....

The Elmira Psychiatric Center is fully accredited by the Joint Commission of Accreditation of Health Care Organizations. This means we have undergone a very comprehensive on-site evaluation of the services we provide. We meet established, state-of-the-art quality and safety standards.

"Quality, Caring Teamwork Towards Recovery"

# Your Safety Is Everyone's Concern



100 Washington Street Elmira, NY 14901-2898 Phone: (607) 737-4711

ElmiraPC@omh.state.ny.us

# PAY ATTENTION TO THE CARE YOU ARE RECEIVING

You have an important role in making your health care safe. To help prevent health care errors, you should talk to your health care team.

Tell your nurse or doctor if something doesn't seem quite right.

Know what medications you take, why you take them ,and what time of day you normally get medications.



Gather information about your diagnosis

If you don't get your medication, tell the nurse or doctor.

If you don't recognize a medication, tell the medication nurse immediately.

Don't be afraid to tell staff if you think you are about to receive the wrong medication.

Write down important facts your doctor tells you.

Ask your doctor if he or she has any written information you can keep.

Read all information you are given or ask someone for help in reading it.

# Ask a Family Member or a Friend to Help

A family member or friend can ask the doctor or nurse questions that you may not think of.



## Participate in Your Treatment

You are the center of your treatment team.

Ask your doctor what a new test or medication will do for you.

Ask others who have taken the same medication or the same test. They can tell you what you might expect.

Participate in your treatment team and ask questions.

EPC has a staff member called a Patient Advocate who can help answer your questions or concerns regarding the care you receive at EPC. Call 737-4739 for assistance.

## Patient Safety is a Priority at Elmira Psychiatric Center

Please tell a staff member if you see a safety hazard. For example:

- ~ A spill on the floor
- ~ A blocked doorway
- ~ An exit sign that is not lit
- ~ If you observe violence



Talk to staff about safety

If you have a suggestion to improve safety, please ask to speak with the Risk Manager or call the Safety Department at Extension 4700



## Patient Orientation Handbook

### Adult Services Unit Elmira Psychiatric Center

100 Washington Street Elmira, NY 14902-1527 Telephone: (607) 737-4858

Client Pay Phones (9:00 AM to 9:00 PM)
Building #7 - 732-9356
Building #6 - 732-9536

Revised 3/03

The Adult Services Unit (ASU) is the entry point of the Elmira Psychiatric Center's system. Our purpose and speciality is to prepare patients for discharge and return to the community as soon as possible. During your stay here, you will be referred to appropriate follow up care in your own community. Referral arrangements are handled by your team social worker who will prepare a discharge plan with you before you are released.

During your stay on the Adult Services Unit, you will be under the treatment of a team of professionals. This team is under the direction of a psychiatrist and consists of a social worker, a psychologist, a nurse, a recreational therapist and direct care staff. With your involvement, they will be developing a treatment plan to meet your needs and to address the problems that led to this admission.

#### Treatment

As noted above, you have been assigned to a treatment team that will be assessing your needs and providing treatment while here.

As part of your treatment, you have been assigned a primary therapist. This is a member of your team whose job is to work closely with you and to explain treatment issues and expectations to you. This individual will communicate your questions to the treatment team. If at any time you have questions about your treatment plan, you can talk with your primary therapist, any member of the treatment team or the charge nurse. While assigned to the Adult Services unit, you will receive individual, group and recreational therapies. When indicated, family therapy may be prescribed. The purpose of these treatments is to assist you in resolving the crisis that led to this admission. For some people, the purpose of the various treatments will be to assist patients in learning how to get along with others in groups or how to handle anger and how to better utilize their spare time (hobbies, crafts, etc.). As mentioned above, it is our goal to help you get ready for return to the community as soon as possible. Outpatient therapy for follow up care designed to address your personal needs will be set up by your social worker prior to discharge on the recommendation of the treatment team.

For many people, medications are used along with other treatment therapies to stabilize their psychiatric conditions enough to be active participants in their treatment planning process. If your doctor prescribes medications for you and you have questions about them, you may ask your doctor or any nurse. These professionals are available to educate you about the medications.

#### **Criminal History Notification**

As a matter of OMH and EPC policy, please be advised that a criminal history information check will be initiated through the Division for Criminal Justices Services. Your Social Worker will discuss any criminal history information with you as well as your right to request correction of any inaccurate information. You may request the correction of any inaccurate criminal history information in accordance with regulations of the Division of Criminal Justice Services. You also have the right to challenge the accuracy of such information to the extent authorized by Section 33.13 of the Mental Hygiene Law.

#### What to Expect

When you arrive on the Adult Services Unit, you will be given a copy of the Patient's Rights Handbook. You will also be given a handbook describing your rights to Health Care Proxy and you will be given an opportunity to name someone as your health care proxy. Staff will explain your rights under the Health Care Proxy Law and try to answer any questions you have. At the time of your entry to this unit, you will also be advised of your legal rights and of your rights under Mental Hygiene Law. For additional information on your rights, refer to the last section of this booklet entitled "Rights." Please read all of the papers given to you. If you need assistance in reading these papers or in understanding them, don't hesitate to ask for help from a staff member.

When you leave the Admission room to go to the upstairs lounge area, you will receive an introduction to the layout of the unit from a direct care staff person. It is always confusing when you arrive at a new place, so be sure to ask questions. Our staff is here to help you get used to the new surroundings and to your schedule.

Everyone on the Adult Services Unit is assigned their own bedroom. Bedrooms are located on the 3rd and 5th levels of Buildings 6 and 7. All patients are expected to care for their own rooms by making their beds, changing sheets and blankets and maintaining a clean, uncluttered environment. The bedroom area of ASU is open between the hours of 9:00 PM and 7:00 AM. In the morning after room care (8:30 to 9:00 AM), it is important to bring anything you will need for the day with you since you will not be upstairs again until the evening hours. If you have any questions or complaints about your room, let the charge nurse know. Since your room is an important place, you may decide that you want some personal effects in it. If there are any pictures or personal items you would like in your room, let your primary therapist or charge nurse know. There are some things that you will not be allowed to have in your room, but don't be afraid to ask questions.

#### **Smoking Rules**

All public places in New York State now have strict smoking rules. On the ASU, smoking in the building is not permitted. However, if you are on ward restriction, arrangements will be made for smoking at scheduled times under the supervision of staff.

If you are carrying cigarettes, they will be placed with your property.

Smoking is hazardous to your health. We would like to help you quit smoking while you are here. We can provide you with education and resources to help you give up cigarettes. If you are interested in finding out more about quitting, simply ask the charge nurse.

#### **Visitors**

The Visitor's Room is located in the first level of Building #7.

The ASU welcomes visitors from 3:00 PM to 4:00 PM and from 7:00 PM to 8:00 PM on weekdays. On weekends, visiting hours are 1:00 PM to 4:00 PM and 6:00 PM to 8:00 PM. If you have visitors who cannot make it during these times, speak to the charge nurse and see what arrangements can be made. It is your right to refuse certain visitors, but it is best to name those visitors in advance to eliminate confusion. All visitors will enter through the main gate and be checked for contraband. Visitors are encouraged as they assist in maintaining a link with the community.

On the Adult Services Unit, no one under the age of 14 years is allowed to visit unless a specific order is written by the physician. Anyone under the age of 14 must be accompanied by an adult. This does not mean that you will not be able to have children visit you, it simply means that you will need to inform your visitors of this policy in advance and let your treatment team know ahead of time if you are expecting any child visitors.

It is expected that you will not schedule visits to conflict with your therapy schedule.

Any gifts or packages brought to the Unit by visitors should be brought to the staff's attention first, in order that items can be logged in on the patient's property record and checked for contraband.

#### **Unit Rules**

It is important that you know these rules. If you do not follow them, you could lose your privileges.

- 1. All patients are expected to participate in activity groups as scheduled.
- All patients are expected to attend three meals per day and to observe special diet restrictions.
- 3. All patients will shower at least three times per week and wear clean clothes daily.
- All patients will interact with others without sexual touching or other physically/verbally abusive behavior.
- 5. Patients will not be allowed to use privileges when scheduled in activities.
- TV's will be turned off during group activities, unless on ward restriction or observation.
- 7. All patients (except patients on ward restriction) will follow the smoking policy of no smoking in the building. Patients may smoke on privileges, going to and from the cafeteria, or on groups. The times that staff will take patients out to smoke are posted. (Building #6 is smoke free.)
- 8. All patients will make their beds and put their dirty laundry in hampers daily. Patients are responsible for laundering their own personal clothing. Each patient is responsible for the maintenance of his or her room including making of beds, changing of linens and maintaining a clean and neat room environment. We recommend that all clothing and personal articles be labeled and listed on your property sheet. Articles determined to be of extreme value by the admission staff and your treatment team are to be kept in the Business Office. It is recommended that only \$20.00 be kept on your person at any time.
- 9. Patients are not allowed in each other's rooms and are not allowed to take or damage one another's property. Male patients are not allowed in the female ends of the sleeping areas and female patients are only allowed in the male ends of the sleeping areas when they are on their way to the Nurse's station, laundry room or bathroom.

- 10. It is a violation of unit rules for patients to trade money or objects. This restriction includes purchasing items from another patient or giving another patient money to purchase an item for you. Patients on privileges are not to bring back food/soda to other patients. This includes selling cigarettes.
- 11. Soda and snacks are not allowed on the unit. If you have your own, they are to be given to staff to be stored in the appropriate area. No food stuffs are to be stored in the bedrooms. They will be passed out at privilege time or in the evening at snack time. All items are to be dated and labeled. Effective 1/24/00, no caffeine products allowed on unit. Visitors may bring in food in unopened containers. Any fast food items will be searched.
- 12. Only cordless appliances will be allowed in bedrooms. This includes boom boxes, radios, clocks, Walkmans, etc. Walkmans, headphones and transistor radios will only be allowed for clients who have earned Level 3 privileges. They may be used in bedrooms or on privileges only. They are never allowed during programming or on SOAR. There are times when patients are prohibited from using any type of batteries. For example in the event the batteries pose a threat to patient safety.
- 13. Sharp articles or articles determined to be dangerous by the admission staff or charge nurse are not allowed on the unit. Lighters are considered contraband. If a lighter is found on your person, first offense will be 24 hour cigarette restriction. Second offense will be 24 hour cigarette restriction and privilege restriction. Other items include heavy boots, metals, cans, glass bottles, safety razors, etc. Personal articles of this nature will be filed with your valuables and held at the Business Office until your release. If any article is removed by staff and you wish to protest this action, please refer to the last page of this handbook labeled "Complaint Procedures."
- 14. Harassment of any kind between patients is not tolerated. This includes verbal and written harassment as well as harassment via gestures or physical actions.
- Alcohol and drugs not prescribed by your attending physician are not allowed on the ASU. Patients who obtain privileges are not allowed to use drugs or alcohol while out on privileges.
- Backpacks, bags, etc. must be kept in bedrooms. Purses/wallets will be allowed, unless contra-indicated by behavior.
- Patients are allowed to use pay phones for personal phone calls. There is a 10 minute limit. Please respect the limit or you will be phone restricted x 24 hours.
- Search Policy: All newly admitted patients will be checked for contraband. In addition, patients returning from leaves or privileges will also be checked for

contraband items if, in the judgment of the team or charge nurse, there is reasonable cause.

These rules are designed for your comfort and protection. If at any time you have questions about these rules, ask any staff member. If you feel your rights have been violated due to another patient's breaking any of the above rules, please notify the charge nurse immediately.

#### Search Policy

The ASU adheres to the Elmira Psychiatric Center's search procedure as outlined in the EPC Policy Manual. As part of the ASU search procedure, a metal detector similar to those seen in airports is utilized.

#### **Daily Schedules**

Daily schedules are posted throughout the unit and your daily schedule is also posted in your room. If you have any problems understanding this schedule, ask any staff member and they will be glad to go over it with you.

The Elmira Psychiatric Center has non-denominational services available to all interested clients. These services are available weekly and this schedule is posted on the 2nd level of the unit. Deacon Mike Mangione also visits the unit on Mondays and Wednesdays and is available to meet individually with clients if they so desire.

If you have any questions regarding church service schedules or religious holiday schedules, please ask any staff member.

Clients of the Jewish faith may be permitted to attend services in the community if staff are available to accompany them. Sara Baim, the Jewish liaison, is available upon request. Please consult staff regarding your needs.

#### **General Information**

Unit Chief	Veena Garyali, M.D.
Treatment Team Leader	
Nurse Administrator	Jane Kissell

#### Unit Psychiatrists

Dr. Carlos delos-Reyes

Dr. April Roberts

Dr. Venkata Satti

Dr. Saeed-Uz Khan

Rights

If for some reason you feel your rights have not been observed on the Adult Services Unit, you may contact a lawyer at Mental Health Legal Services (MHLS). A representative from MHLS is available on campus and is available for representation and/or to discuss your legal rights with you. If you wish to see someone from MHLS, simply inform them when they are visiting the unit.

You may also write or call MHLS at the following address and phone numbers:

Mental Health Legal Services State Office Building 44 Hawley Street Binghamton, NY 13901

Telephone: (607) 721-8440 or (607) 271-9262

**Complaint Procedure** 

If during your stay here, you wish to complain about any aspect of your treatment, you may take your complaint to any staff member and your questions and concerns can be routed to the appropriate hospital representative. If for any reason you are uncomfortable complaining to particular staff, or if your previous complaints have gone unattended, you may take your complaints to the Treatment Team Leader or the Unit Chief. If at any point you feel that your complaints have been neglected on the unit level, you may refer your complaints to the Patient Advocate located in the Administration Building.

#### **EPC Ethics Statement**

We recognize that from time to time conflicts will arise among those who participate in hospital and patient care decisions. Whether this conflict is between members of the administration, medical staff, nurses, other clinical staff, the governing body, or between patient caregivers and the patient, we will seek to resolve all conflicts fairly and objectively. In cases where mutual satisfaction cannot be achieved, it is the policy of this institution to involve the Patient Advocate, administration, and/or the Ethics Committee to oversee resolution of the conflict. Other staff and second opinions will be involved as needed to pursue a mutually satisfactory resolution.

If you have any questions about anything, simply ask staff. We are here to make your stay as pleasant as possible.

# · Kevin Saunders VISITING PROCEDURES

Visitors are encouraged as part of the process of maintaining the client's positive contacts with significant others in the community. In order to minimize the potential disruption of treatment programs, the following rules apply.

#### 1. Visiting Hours

WEEKDAYS	3:00 PM 7:30 PM	TO CT	4:00 PM 8:00 PM
WEEKENDS & HOLIDAYS	1:00 PM 6:00 PM	CT	4:00 PM 8:00 PM

- 2. No one under the age of 14 years of age allowed unless specific order is written by the physician; anyone under the age of 14 must be accompanied by an adult.
- Clients are not obligated to meet with visitors.
- 4. Should it appear that the visitor is creating a disturbance or is intoxicated, they may be asked to leave by staff.
- 5. If visitors wish to visit at times other than designated, they should contact the unit for permission. They may be referred to the patient's physician for special permission. Visitors may be restricted by doctor's orders.
- 6. Only a limited number of visitors per patient allowed at any one time.
- 7. Visitors must obey smoking regulations and unit regulations.
- 8. Any gifts or packages brought to the unit should be brought to the staff's attention first in order that items can be logged in on the patient's property record.
- 9. Visitors are required to sign the visitors' log book when they arrive and to sign out when they leave. Visitors will be issued ID cards on admission to the unit. They are to be returned before the visitor(s) leave.

Approved by:

Mary Jane Obremski; Unit Administrator

Albert K. Chen, MD; Unit Chief