Welcome

To

The Adult Inpatient Psychiatry Service

EMORY HEALTHCARE

EMORY UNIVERSITY HOSPITAL

Members of Your Health Care Team

Patient: You are an important member of the team. We encourage you to ask questions and express your needs. Your participation and cooperation is vital.

Psychiatrist: Your Psychiatrist is a M.D. who specializes in the mental and emotional aspects of illness. On the unit the psychiatrist is the leader and guide for the team. The psychiatrist may also be referred to as your “attending physician”.

Psychiatry Resident: The Resident is a M.D. who is receiving specialized training at EmoryHealthcare in the field of Psychiatry. The resident will be working closely with you and your psychiatrist.

Medical Student: Junior and Senior Medical Students at Emory University School of Medicine spend several weeks on the unit as part of their medical education. The students work directly with you under the supervision of the psychiatrist and resident.

Registered Nurse: Your nurse serves as a link between you, your family, and the other members of the team. The nurses help you and provide the day to day care during your treatment.

Nursing Technician: The nursing technicians assist you and support independence in performing daily life tasks such as bathing, dressing, and tidying your room.

Mental Health Assistant: The mental health assistant will spend time with you and coordinated activities on the unit.

Nursing Unit Clerk: The nursing unit clerk is the secretary for the unit operations.

Certified Addiction Counselor (CAC): The CAC is available for assessments, interventions, individual and group activities for addiction care and other therapeutic activities.

Care Manager (CM): The CM has special training and skills in assessment and treatment. You and your family may be requested to meet or communicate with him/her during the hospitalization. They also have an active role in discharge planning and referral to community resources.

Certified Therapeutic Recreation Specialist: The recreation therapist assists you in improving your functioning (physical, mental, emotional, social) through groups and structured activities. Involvement in these activities also helps you explore your leisure interests and options, identify barriers to participation, and optimize your leisure participation and life management.

Chaplain: The chaplain provides assistance with exploring spiritual and grief/loss issues in groups. He/she is also available for spiritual counseling. Your personal clergy may also visit. Talk with your nurse about arranging these visits.

Occupational Therapist/Physical Therapist: When consulted, these therapists develop individual plans of care and provide education to assist you in reaching your highest level of functioning.

You will also meet housekeepers, transporters, lab technicians and pharmacists. Feel free to ask any questions about how they contribute to your care.

Family Activities

Family meetings: Your family may be asked to attend conferences to meet with various staff members. These meetings allow us to gather important information, educate, problem-solve and give feedback regarding your progress and discharge recommendations.

We want your visit with us to be as productive as possible. Please help us to continue improvement by providing comments and completing the patient satisfaction survey upon discharge.

Patient and Family Guidelines for the Unit

Visiting Hours: Family and friends may visit from 5:00 p.m. to 9:00 p.m. Monday – Sunday. Visitation by children ages 12 and older is allowed only with prior physician approval. Adults must supervise children at all times. You are responsible for giving all visitors the confidentiality code issued to you during admission.

Groups: All patients are expected to attend and participate in all scheduled group activities per their treatment plan. You will be provided with a schedule of group activities, and there is a schedule posted at the nurse's station.

Phone Privileges: Two phones are available for patient use in the hallway. Please limit your phone calls to free time and 10 minutes in length when there are no scheduled activities. Phone use not available after 10:00 p m.

Clothing: Patients are asked to dress in casual street clothes during the day. Shoes are required.

Valuables: There is not suitable space on the unit for storing valuables. The hospital is not responsible for such items if they are lost. We encourage valuables to be sent home when possible; alternatively, hospital security will secure valuables and return them to you at the time of discharge.

Automobiles: Personal transportation is rarely needed while hospitalized. Please notify us if you have parked your vehicle on Emory's campus or in hospital parking.

Electrical Appliances: Small items such as hair dryers, electric razors, curlers, and radios are allowed, if in good repair. Nursing staff will check these items for safety upon admission. For additional safety, these items are labeled with the patient's name and kept secure at the nurse's station. Ask to use them, and return immediately after use.

Personal Leisure Items: Reading materials and hobby items may be used during free time. Items such as crochet hooks, knitting needles, cross-stitch, scissors, etc. are kept at the nurses' station, but may be used upon request and at staff discretion. Photographs and mementos are encouraged but must not contain any glass.

Restricted Items: The following items are not allowed on the unit: cameras, tobacco products, alcoholic beverages, non-prescription drugs, weapons, glass, cell phones, and metal coat hangers. Staff will search incoming packages to secure such items. We ask that you notify staff if any of the above items are overlooked or brought in by visitors. We will gladly secure them for you. Also, it is strongly recommended that you not sell to or borrow items from other patients.

Free time activities: We encourage patients to socialize with others during free times. Please use the common areas to socialize, and avoid potential conflicts by not visiting in each other's room. Activities available to you during free time are: the daily newspaper, deck of cards, art supplies, reading materials, word puzzles, jigsaw puzzles, various board games and movies. Please meet with your Therapeutic Recreation Specialist for assistance with these items. In the evenings, ask for assistance at the Nurse's station. They have access to some activity supplies.

We are a non-smoking facility.

Treatment Plan: An individual plan of care is developed with you (and your guardian, if applicable) focusing on problems and strengths to maximize treatment and promote health. An assigned care manager reviews the plan with you and asks for your input.

Medications: Medication given to you while here must be prescribed by the physician and dispensed by the nursing staff at the scheduled times. Please ask questions if you have them – you should know the name, the actions, and any potential side effects of the medicines you are given. Medication brought in at admission usually is returned to you, or may be disposed of at your doctor's suggestion.

Meals: You will be served meals in the cafeteria, unless ordered otherwise by your physician. Meals are served during the following times: 7:30 a.m. to 8:15 a.m., 12:00 p.m. to 12:45 p.m., and 5:00 p.m. – 6:00 p.m. Staff will announce over the intercom the arrival of meals. Please be dressed for the day before breakfast. To allow for conversation during meals, the TV is to be turned off in the kitchen.

Pleasant mealtimes are important on the unit. Meals are typical times of socializing with others. Meals are served in the dining area. You will be asked to fill out food preference sheets each day for the next day's meals. Eating in patient rooms is discouraged. Please do not stash food in your room; this keeps our environment clean and pest free.

Your family may bring a single serving of food to you in a plastic or styrofoam container, as long as the food is agreeable with any special diet you are ordered. We serve only decaffeinated beverages here, so no caffeinated drinks can be brought from home.

You may be placed on a special diet depending on your health needs. The Dietary Department will prepare your food according to this diet. If you have questions about your diet, healthy eating or weight changes, please talk with staff; a dietician consult might be ordered for you.

Conduct: You are expected to conduct yourself in an appropriate manner while on the unit. Threats of harm or fighting infringe on the rights of others and are taken seriously. Conflicts with peers should be resolved with the assistance of staff if you are unable to resolve the situation.

You might make friends here with the other patients. We ask that you keep your relationship at the friend level. We do not want anything interfering with your current treatment. The staff will observe all the patients during the day and will make rounds at night, so that everyone can be safe and focused on their treatment issues.

Environment: EmoryHealthcare strives to provide surroundings that promote a caring environment and quality treatment. You are asked to keep your room tidy and to make your own bed. Please pick up after your activities in common areas. Housekeeping provides routine services such as cleaning your restroom and emptying your trash can. Bed linens and towels are available in the hallway; please put your dirty linen in the proper receptacle. Staff will assist you with making your bed if you are unable.

Laundry: Washer/dryer facilities are available for your use. Laundry detergent is available at the nurse's station. If you need assistance operating the machines, please ask a staff member.

Cell Phones: Cell phones are not to be used while in treatment here. We will secure your cell phone with your other belongings. We have two hall phones from which you can make and receive calls. Please write down phone numbers that are stored in your cell phone. Your cell phone company has likely provided you with methods to retrieve your voice messages from land lines. For long distance calls, we encourage you to bring a phone card for your use. If long distance calls are necessary for your discharge planning, we will help you make those calls.

Patient and Family Expectations and Responsibilities

The goal of treatment is to aid you and your family in achieving and maintaining higher function and quality of life. The responsibilities and expectations listed are therefore designed to promote care and facilitate your independence.

Family expectations:

- Attend family conferences as scheduled
- Provide day and evening contact information
- Abide by visiting regulations:
    - Visiting hours are 5:00 p.m. to 9:00 p.m. daily. (unless special arrangements are made ahead of time with the treatment team) Children under 12 are not permitted without prior approval
    - No hazardous items brought to unit
    - Have all packaged checked at the nursing station.
- A family education meeting is held every Sunday at 3:30 pm. You may attend this meeting and have visitation at the conclusion of this meeting.

Patient Expectations:

- Cooperation with the evaluation process by being as honest as you can in providing information to the staff.

- Have trust in the treatment team.
    - We will not ask you to do what you are physically incapable of.
    - Our recommendations for discharge care and follow-up are based upon a thorough evaluation of your abilities and stressors.
    - We will answer all questions that you have regarding your condition and treatment.

- You are encouraged to attend all group activities. Activities are designed with your goals in mind; they are based on the most up-do-date research about how to improve symptoms and optimize health.

- You are encouraged to share your ideas with the staff. We are here to help you create support systems that give you hope (friends, faith expression, Twelve Step Groups, for example).

If someone is not honoring these patient expectations or otherwise being unsafe, advise the staff immediately.

- Confidentiality:
    - You will be given a confidentiality code number at the time of your admission. This code should be given to specific others who know you are a patient in the hospital who will be contacting you on the phone or visiting you while you are here. This code will allow the staff to acknowledge that you are a patient here. Otherwise staff will not disclose that you are a patient here and will not honor the call.

- If you do not wish people to know you are here, please inform the staff upon admission.

- Please respect the privacy of other patients by not disclosing other patients' treatment issues to family, friends, or visitors.

Unit Safety

In order to maintain a safe environment, all potential hazardous items must be removed from your belongings at admission. Belongings brought to the hospital will be searched in your presence. Items we will secure include but are not limited to, the following:

- All medications including any over-the-counter drugs.
- Any item made completely or partially from glass.
- Any item with a blade or sharp point:

glass bottles	nail clippers	stick pins
craft tools	nail files	tweezers
knitting needles	razors	thumbtacks
knives	safety pins	wire hangers
metal combs	scissors	pocket knife

- Any weapon or heavy item that may be used as a weapon.
- Appliances with electric cords.
- Any item that can be used for self-harm:

cords	ropes
dental floss	yarn
guitar strings	belts may be worn, unless you have active thoughts of harming yourself.

- Any item containing alcohol, combustible fluids and all aerosol cans:

Perfume
Mouthwash
Shaving lotion
Hairspray/hair gel

- All matches and lighters
- All heat producing items such as curling irons or hair dryers.
- All types of blade razors; you may only use safety razors or electric razors.

If you are having active thoughts of harming yourself, staff will assist you by supervising use of electric items.