



# PATIENT HANDBOOK

## Adult Treatment Services

*Revised 03/06*



# Welcome

Welcome to Fairmount Behavioral Health System. We look forward to providing treatment to assist you in your growth and rehabilitation. This handbook contains general information and guidelines that will orient you to the hospital. We know that your decision to enter treatment was not easy to make. Our goal is to provide an environment in which your problems and concerns can be addressed so that you can begin making changes in your life. We believe this can be accomplished with a structured, consistent treatment program. Please refer to this handbook or feel free to talk to our staff about any aspect of your stay in the hospital.

Fairmount's goal is to provide a positive and safe treatment experience for all patients. We look to our patients to partner with us in achieving this goal. It is important that you work with the treatment team on a plan for care and that you understand all steps in that plan.

We also ask that you wear your patient identification wristband at all times. Your cooperation will help ensure efficient and accurate medication administration, laboratory work, and special dietary needs.

Many patients find it useful to write down important information during treatment. Your health is too important to not understand or to not remember information you have been given. Please do not hesitate to bring questions or concerns to any member of the treatment team.

## ***Admission to the Hospital...***

At the beginning of your stay, you will be assigned a team of highly qualified professionals including a psychiatrist, nurses, social worker, allied therapist, and other mental health professionals. Your treatment team includes:

Doctor:

Unit Coordinator:

You will be on the following unit:

If your family has any questions, they should speak with your psychiatrist, social worker, or nurse. A family meeting can be set up with your social worker and they may also participate in our Family Education Program. More information about this program is included in the handbook for families.

In the adult program, you have the right to have a family member and physician of your choice notified of your admission. Please give us an emergency contact name and telephone number in case of an emergency.

## ***Assessment and Treatment Planning...***

Your treatment will begin with a thorough examination of the problems and concerns you are experiencing. Please be honest, open, and direct during your assessments. When answering questions, remember that the more we know about you, the faster we can develop an effective plan of care for you. Laboratory testing will usually be necessary for your medical care. Be aware that specimens must be collected in the morning before breakfast. Please be cooperative if the laboratory personnel need to awaken you.

Following an initial evaluation, your treatment team will meet to set goals and formulate your Master Treatment Plan. Your involvement in treatment planning is vital to your success in the program. If you have questions or concerns about your treatment plan, talk to any member of your treatment team.

## ***Treatment Program...***

The treatment program is specially designed to meet your needs. You are strongly encouraged to be on time and participate in all activities in order to get the most out of your stay. There are approximately four to five hours of active treatment each day. You will participate in Community Meetings, meet with members of your treatment team, and be involved in other assessments and

treatment activities as clinically indicated. Below are descriptions of some of the activities offered:

### ***Community Meetings***

Community Meetings are held twice daily. The purpose of the morning meeting is to review community rules, group participation, and scheduled activities as well as to set daily goals. The second meeting is held in the evening to review the goals for the day and discuss goals for the following day and any concerns of the community.

### ***Group Therapy***

Group Therapy has a number of purposes: to work on specific treatment goals, engage you in the therapeutic process, and encourage you to continue therapeutic work after discharge. Group Therapy allows members of the group to work on similar issues at the same time and receive support. It is a safe place to try out new behaviors. Group Therapy is goal-directed, concentrated in the present, builds on strengths and focuses on solutions. It can help you change how you think, feel, and what you do.



### ***Educational Groups***

Education groups on numerous topics are also offered. These classes or groups involve discussion of specific topics, exercises, and session assignments. Examples of some of the groups held include:

**Illness Education** – Provides information about various disorders, biomedical causes, symptoms, course of illness, treatment modalities, and relapse prevention.

**Medication Education** – Focuses on specific medications, benefits of taking medication, how you should take your medications, recognizing and coping with side effects, how to talk with your doctor, and treatment of various disorders.

**Healthy Lifestyles** – Offers information about daily skills, healthy relationships, and leisure activities.

**Discharge Planning** – Includes recognizing feelings and problems associated with your discharge, setting goals for continuing care, developing action plans, following treatment recommendations, continuing to build skills developed while in treatment, and specific steps to take in a crisis or relapse.

**Communication** – Provides training in basic communication skills, such as how to ask questions, assertive as opposed to aggressive behavior, dealing with difficult people, and words to avoid.

**Anger Management** – Teaches you about anger and helps you acquire appropriate coping skills.

**Stress Management** – Focuses on stress and how to cope with it.

**Relaxation Group** – Show you how to relax and allows you to practice various methods.

**Addiction Education** – Provides information about addiction, denial, medical aspects, consequences of use, impact on the family, introduction to 12 steps, effects of various drugs, and issues in recovery.

**Recovery Fundamentals** – Consists of an introduction to the philosophy, meetings, steps, sponsorship, and traditions in Alcoholics Anonymous and other 12 step programs.

### ***Allied Therapy***

The purpose of Allied Therapy is to help you meet your specific therapeutic goals through a variety of therapeutic activities. You learn how to solve problems, increase self-awareness, express negative feelings in appropriate ways, reduce anxiety, enhance attention and concentration, and improve interpersonal skills. Modalities may include art therapy, exercise, relaxation training, occupational rehabilitation, and recreation/leisure education.

### ***Individual Consultation, Family Therapy, and Other Services***

Individual consultation is provided by your physician and other members of the treatment team, as needed. In consideration of the brief treatment focus of hospitalization, intensive individual psychotherapy is usually not provided. However, when there is clinical indication, individual psychotherapy or marital/family therapy may be prescribed and provided.

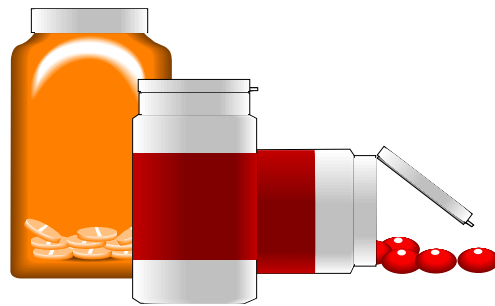
## ***Pain Management...***

Pain management is an integral part of the treatment process. As a patient in this hospital, you can expect:

- A pain assessment and information about pain and pain relief measures.
- Staff who are committed to pain prevention and management and respond quickly to reports of pain. Your reports of pain will be addressed and monitored by medical and nursing personnel.

## ***Medications...***

Only medications ordered by your physician are to be taken while you are a patient. Medications will be dispensed by the nurse. Regular medication times will be posted on the unit.



If you brought any medications to the hospital, they must be checked at the nursing station. They will be stored until time of discharge, sent home with a family member, or upon special physician order, may be continued throughout your stay.

## ***Confidentiality...***

The confidentiality of patient information is very important. Fairmount Behavioral Health System makes a sincere effort to guard the confidentiality of patient information. We follow all applicable laws and regulations regarding confidentiality. You are asked to never talk about other patients (i.e., who they are, what their problems are, etc.) The only exceptions to talking about other patients are in groups with those patients or to a staff member in case of an emergency. During your inpatient stay, you are also asked to respect the privacy of other patients by not going into their rooms.

## ***Patient Rules and Guidelines...***

As you will be living in a community environment during your stay, we ask that you follow certain rules. These rules have been designed to help make every patient's stay a therapeutic and safe experience.

## **Smoking Policy**

Although discouraged, smoking is permitted but only in the outdoor area on your unit. Please supply your own cigarettes. Cigarettes, lighters, and matches are not allowed in your possession. The designated smoking times are posted on each unit. Staff will give you your cigarettes and light them for you only during designated smoking times.

## **Mail**

Incoming mail is distributed daily. Letters and packages must be opened in front of staff to prevent the possibility of dangerous or restricted items getting onto the unit. Outgoing mail is picked up daily.

## **Telephones**

There are no telephones in your room. There are pay phones for your use on the unit. The pay phone numbers are posted. We ask that telephone calls be made or accepted between 8:00 AM and 11:00 PM, but not during treatment activities. As a courtesy to other patients, please attempt to limit calls to 10 minutes.



Your family members may call the nurses' station during the day or evening to speak with staff regarding your condition, but only if you have given written consent to release information. Emergency telephone calls should be placed to the hospital's main number – **215-487-4000**.

## **Dress Code**

We ask that during your stay at Fairmount, you adhere to our patient dress code and be neat and clean at all times. Please do not wear clothing that is skin-tight, see-through, or revealing. Male patients are required to wear shirts. Clothing endorsing substance abuse, violence, and/or persons or groups supporting the same is not appropriate. Clothing should not display provocative words, phrases, or pictures.

Patients should wear appropriate clothing while out in common areas. We ask that you do not wear gowns and robes in common areas until after visiting hours in the evening.

## **Valuables/Patient Belongings**

Fairmount cannot be responsible for any lost or missing item that is not placed in the hospital's safe. We request that no valuables, such as credit cards, checks, cash or jewelry, be brought to the hospital. Please send these items home with

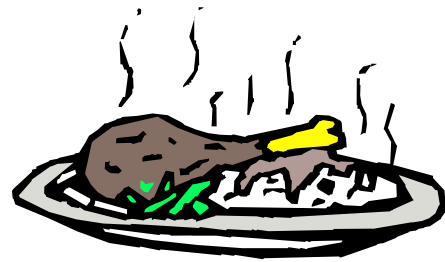
your family or staff will lock them in the hospital safe. Only the patient signing his or her valuables into the safe will be allowed to sign them out. Exceptions to this policy must be approved by the hospital's administration.

### **Electrical Appliances**

The use of items needed for hygiene or grooming, such as shavers, curling irons, and blow dryers, are permitted to be used under staff supervision. These appliances will be checked by maintenance or nursing and kept secure. When you need to use these appliances, you may ask staff to retrieve them from your locker.

### **Food**

Three meals a day and snacks are provided for patients in the facility. Food may not be kept in your room. For safety, sanitation, and dietary management purposes, visitors are asked not to bring food items into the facility.



### **Housekeeping**

You and other patients are asked to help clean up after yourselves. You will be responsible for doing your own laundry while in the hospital. A laundry room is available for your use. You will be responsible for making your bed daily and keeping your bedroom and bathroom neat. Procedures for change of linens will be explained on the unit.

## ***Patient Safety and Respect***

Fairmount strives to provide a place of absolute safety and respect for the people we serve and for our employees. For your safety and the safety of others, certain behaviors and items are not allowed. The following are unsafe behaviors that are strictly prohibited:

- Sexual acts or inappropriate physical contacts between patients are not permitted. Please notify staff immediately of any sexual approaches.
- Violence of any sort is not tolerated. This includes verbal threats, physical aggression, or destruction of property.
- Drinking alcohol or using non-prescribed drugs or possession of alcohol or non-prescribed drugs is not permitted.

Unsafe behavior will result in a review of the treatment plan and restrictive measures may be employed. Participation in unsafe behavior could also expose you to the possibility of criminal prosecution.

Fairmount uses surveillance equipment for monitoring of patient safety and 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. These include, but are not limited to the following:

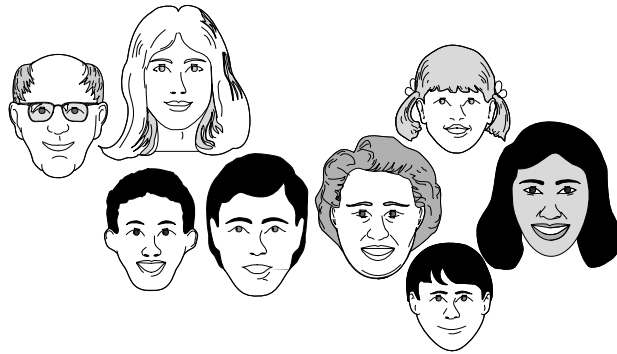
- Spray cans (aerosols)
- Glass containers or other glass items, plastic cassette or CD's or CD cases
- Razors (single edge, safety, or electric)
- Compacts with mirrors
- Sharp objects including scissors, knives, metal nail files, and knitting needles
- Metal combs, hair picks, rat tail combs
- Any liquid containing alcohol
- All medications
- Sewing needles, safety pins, straight pins
- Wire coat hangers
- Tape recorders, televisions, radios, cell phones, beepers, computers, or other electrical appliances (Electrical appliances required for daily personal care, such as hair dryers, will be checked by nursing or maintenance prior to supervised use.)
- Weapons or protection devices
- Scarves, belts, drawstrings in sweat pants, cords, straps, ties, and shoe laces (Staff have plastic ties that can be used in place of belts or shoe laces. We recommend, however, that patients ask their family, if possible, to bring shoes or slippers that do not require laces for your use in the hospital.
- Plastic bags or sheeting
- Stuffed animals on adult and adolescent units
- Steel toe boots, high heeled shoes
- Any other items deemed dangerous by staff.

Fairmount's goal is to provide a positive and valuable treatment experience for all patients. If you have a concern or problem, there is a procedure for allowing patients and others to register complaints. Patients with complaints should notify their physician, the charge nurse or unit coordinator. These individuals will attempt to resolve the complaint. If complaints are not resolved, the Patient Advocate at the facility can be contacted for further assistance. You may directly contact the Patient Advocate, Mary Mullen, RN, by dialing extension 4129. ***Please give us the opportunity to resolve any concerns you or your family may have with our services.***

Should you have a concern that is unresolved, you may also contact the Joint Commission on Accreditation of Healthcare Organizations, One Renaissance Boulevard, Oakbrook Terrace, IL 60181 or [www.jcaho.org](http://www.jcaho.org).

## ***Discharge Planning***

Discharge planning begins on the day of admission. Your plan is formalized under the direction of your attending psychiatrist and is part of your treatment plan. A well-designed discharge plan is key to your success after you leave the hospital. Your involvement in discharge planning is essential. The coordination of the discharge planning process is the general responsibility of your Social Worker, but involves other members of your treatment team. Before your discharge, you will receive a written discharge plan. With your signed permission, your discharge plan will be shared with your family, referral source, and other health care professionals involved in your aftercare.



## ***Summary***

We hope that this handbook is helpful as you begin your treatment. Know that we want the best for you and will work with you during your stay. Please let us know if you have any questions or concerns. We are ready to help you!

## **Let's Go Restraint Free...**

### *Community Expectations...*

*This is a place for people in life crisis. It is a place of treatment and hope. Violence in any form – directed towards yourself or others – physically or verbally – hurts the community and adds to life crisis.*

*Everyone shares in the responsibility of safe community. You are expected to respect the rights of our community and to keep yourself and others safe.*

### *Nonviolence Statement...*

*This hospital is a place to heal. To be a healing place, we all work to keep this a nonviolent environment. We ask that we all avoid violence in any form.*

### **What are restraints?**

A restraint is anything that limits a person from moving around or reaching a part of his or her body. Restraints are usually leather waist, wrist, or ankle belts that would keep a patient secure in a bed.

### **Why are restraints used?**

Restraints are used for no other reason than to protect your safety and the safety of those around you. They allow treatment to be administered to a person who is combative and loses control. Restraints are used only in an emergency as a last resort after less restrictive alternatives have been found not to be sufficient.

### **Our goal is to become restraint free...**

In order to promote your health and maintain respect for your dignity, our hospital is committed to using restraints as little as possible – or even better, not using them at all. If restraints must be used, we will ensure that they are applied for the shortest time possible and that you have as much privacy as possible. We will monitor you closely to assure your safety.

As soon as the restraints are removed, we will interview you to identify means for you not to go through another restraint episode again. This important interview is called a “debriefing”.

### **Achieving a restraint free environment requires teamwork!**

**You** are the most important member of the team. It is important that you and the staff talk to each other. It is important that everyone be involved. The staff may need the input of your family and friends.

Soon after admission, a member of the staff will meet with you and work with you on developing a safety plan. This plan will help staff know what kinds of things help you when you are feeling angry, unsafe, or out of control.

You may have times when you feel as if you cannot control yourself or your anger. You may feel like yelling, throwing things, or hitting someone. Helping you to regain control may require the help of the following individuals:

- **Psychiatrists** can order medication to help you stay in control. If your loss of control is due to medication, they may stop it or change the dosage.
- **Nurses** can talk to you and find out what is wrong. They can guide you to an area that is quiet and away from other patients. They may give you medication.
- **Social Workers and Allied Therapists** can help you understand your behavior and help you control your anger using nonviolent coping skills. They can help your family and friends to better manage and help you maintain control of your behavior. They can also help you control your impulses by giving you activities and exercises to do.
- **Family and friends** can give their opinions on what helps you when you are out of control. We will notify them as necessary with your permission. If there is anyone in particular that you want us to notify, please inform the staff so we can discuss this arrangement with the person you name.

### **A restraint free environment starts with you...**

You can use the following steps to help prevent the use of restraints:

1. Accept that you are angry.
2. Accept that certain behaviors are not acceptable.
3. Try slow deep breathing exercises.
4. Try removing yourself from any irritating situation.
5. Ask to use a quiet area on the unit until you are in control.
6. Ask for help as soon as you need it.
7. Accept help when it's offered.

**NONDISCRIMINATION POLICY**

Fairmount Behavioral Health System has agreed to comply with the provision of the Equal Pay Act of 1963, Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, The Americans with Disabilities Act of 1990, and all requirements imposed pursuantly thereto, to the end that no person shall on the grounds of age, race, creed, sex, ethnicity, color, national origin, marital status, sexual orientation, handicap or religion, be excluded from participation in, be denied benefits of, or otherwise be subjected to discrimination in the provision of any care or services.

Specifically, this includes, but is not limited to, the following:

1. Inpatient and outpatient care will be provided in a manner that does not discriminate against persons on the basis of age, race, creed, sex, ethnicity, color, national origin, marital status, sexual orientation, handicap or religion.
2. All patients will be assigned to rooms, floors and sections in a manner consistent with the provisions of Title VI, Section 504, and the Age Discrimination Act.
3. Patients will not be asked if they are willing, or desire to share, a room with a person of another age, race, creed, sex, ethnicity, color, national origin, marital status, sexual orientation, handicap or religion.
4. Employees will be assigned to patient services without regard to the age, race, creed, sex, ethnicity, color, national origin, marital status, sexual orientation, handicap or religion of either the patient or employee.
5. Staff privileges will not be denied professionally qualified personnel on the basis of age, race, creed, sex, ethnicity, color, national origin, marital status, sexual orientation, handicap or religion.
6. All facilities of Fairmount Behavioral Health System will be utilized without regard to age, race, creed, sex, ethnicity, color, national origin, marital status, sexual orientation, handicap or religion.
7. Transfer of patient from the room assigned and/or selected will not be made for reasons of age, race, creed, sex, ethnicity, color, national origin, marital status, sexual orientation, handicap or religion; however, any patient may request to upgrade their assigned and/or selected room at any time for any reason provided that the room required is readily available and the patient is financially able to pay for the requested room.

The nondiscriminatory policies of Fairmount Behavioral Health System apply to patient, physicians and all responsible employees. Under no circumstance will the application of these policies result in the segregation or re-segregation of buildings, wings, floors or rooms for reason of age, race, creed, sex, ethnicity, color, national origin, marital status, sexual orientation, handicap or religion.

**CIVIL RIGHTS COMPLIANCE  
PATIENT/CLIENT AWARENESS**

In accordance with applicable Federal and State civil rights laws and regulatory requirements, you as client/patient of this agency have the right:

1. To be provided services at this facility and to be referred for services at other facilities without regard to your age, race, creed, sex, ethnicity, color, national origin, marital status, sexual orientation, handicap, or religion.
2. To file a complaint of discrimination if you feel you have been discriminated against on the basis of your age, race, creed, sex, ethnicity, color, national origin, marital status, sexual orientation, handicap, or religion contact any of the following agencies.

Bureau of Civil Rights Compliance  
Department of Public Welfare  
Room 412, Health and Welfare Building  
P.O. Box 2675  
Harrisburg, PA 17105

Pennsylvania Human Relations Commission  
Administrative Offices  
101 S. Second Street, Suite 200  
Harrisburg, PA 17105  
717-787-4410

Philadelphia Human Relations Commission  
1400 Spring Garden Street  
Philadelphia, PA 19107  
215-560-2496

Office for Civil Rights  
U.S. Department of Health & Human Services  
Region III  
P.O. Box 13716  
Philadelphia, PA 19101  
215-596-6772

**EXPLANATION OF RIGHTS UNDER INVOLUNTARY  
EMERGENCY TREATMENT (302)**

You have been brought to Fairmount Behavioral Health System because a responsible person has observed your conduct and feels that you present a clear danger to yourself or to other people. Within two hours from now you will be examined by a physician. If the doctor finds that you do not need treatment, you will be returned to whatever place you desire within reason. If the doctor agrees that you are mentally ill and clearly in danger of harming yourself or someone else, you will be admitted to a facility designated by the County Administrator for a period of treatment of up to 120 hours. While you are under examination or in treatment, you have the following rights:

1. You must be told specifically why you were brought here for emergency examination.
2. You may make up to three completed telephone calls immediately.
3. You have the right to communicate with others.
4. You may give to the facility the names of three people whom you want contacted, and they will contact them and keep them informed of your progress while here.
5. The County Mental Health Administrator must take reasonable steps to assure that while you are detained, the health and safety needs of any of your dependents are met and that your personal property and your premises where you live are looked after.
6. You will be provided treatment which is necessary to deal with the emergency so as to protect your health and safety and that of other additional treatment may be provided with your consent.
7. When you are no longer in need of treatment or in 120 hours, whichever comes sooner, you will be discharged unless you agree to remain at the treating facility voluntarily or unless the Director of the facility asks the court to extend your treatment for a longer period of time.

In addition to the above rights, the attached Bill of Rights applies to you. You will receive a longer more detailed version of Department of Public Welfare Regulations on rights within 72 hours after your commitment. If you do not understand these rights, your Social Worker will be pleased to explain them to you.

**Explanation of Voluntary Admission Rights  
(Adult)**

Before your voluntary admission to this hospital, you have the right to:

1. An explanation of the type of treatment in which you may be involved.
2. An explanation of any restriction or restrictions to which you may be subject.

Upon your admission, you will have the following rights:

1. Within 72 hours after admission, a plan of treatment will be developed. You may participate in the development of this plan.
2. You may withdraw from treatment at any time by giving notice to the Director of this facility; however, you may be asked to agree to remain in the facility for a specified time up to 72 hours after you request discharge. If, when you request discharge you are asked to remain for this period of time, someone will immediately explain why to you. The facility may institute involuntary commitment proceedings during this period.
3. You may not be transferred from this facility to another facility without your consent.

In addition to the above rights, the attached Bill of Rights applies to your hospital stay.

If you do not understand any of these rights, please ask a staff member to explain.

## Attachment 6

### PATIENT BILL OF RIGHTS

YOU HAVE A RIGHT TO BE TREATED WITH DIGNITY AND RESPECT

*YOU SHALL RETAIN ALL CIVIL RIGHTS*

*THAT HAVE NOT BEEN SPECIFICALLY CURTAILED*

*BY ORDER OF COURT*

1. You have the right to unrestricted and private communication inside and outside this facility including the following rights:
  - a. To peaceful assembly and to join with other patients to organize a body of or participate in patient government when patient government has been determined to be feasible by the facility.
  - b. To be assisted by any advocate of your choice in the assertion of your rights and to see a lawyer in private at any time.
  - c. To make complaints and to have your complaints heard and adjudicated promptly.
  - d. To receive visitors of your own choice at reasonable hours unless your treatment team has determined in advance that a visitor or visitors would seriously interfere with your or others treatment or welfare.
  - e. To receive and spend unopened letters and to have outgoing letters stamped and mailed. Incoming mail may be examined for good reason in your presence for contraband. Contraband means specific property, which entails a threat to your health and welfare or to the hospital community.
  - f. To have access to telephones designated for patient use.
2. You have the right to practice the religion of your choice or to abstain from religious practices.
3. You have the right to keep and to use personal possessions, unless it has been determined that specific personal property is contraband. The reasons for imposing any limitation and its scope must be clearly defined, recorded and explained to you. You have the right to sell any personal article you make and keep the proceeds from its sale.
4. You have the right to handle your personal affairs including making contracts, holding a driver's license or professional license, marrying or obtaining a divorce and writing a will.
5. You have the right to participate in the development and review of your treatment plan.
6. You have the right to receive treatment in the least restrictive setting within the facility necessary to accomplish the treatment goals.
7. You have the right to quick, appropriate response to reports of pain, including information about pain and pain relief measures.
8. You have the right to be discharged from the facility as soon as you no longer need care and treatment.
9. You have the right not to be subjected to any harsh or unusual treatment.
10. If you have been involuntarily committed in accordance with civil court proceedings, and you are not receiving treatment, and you are not dangerous to yourself or others, and you

can survive safely in the community, you have the right to be discharged from the facility.

11. You have the right to be paid for any work you do which benefits the operation and maintenance of the facility in accordance with Federal wage and hours regulations
12. You have a right to a physically and emotionally safe environment.

### **Addendum to Patient Bill of Rights**

Patient is hereby advised of right to appeal a treatment plan if they believe treatment is not necessary or appropriate for their needs. Request can be made through a member of the Nursing Department who will advise the appropriate staff member.

1. The following legal advocacy services are available to the patient:

Community Legal Services  
1424 Chestnut Street  
Philadelphia, PA 19103  
215-981-3700  
(Main Office & Information)

Lawyer Reference Service of Philadelphia Bar Association  
1101 Market Street  
Philadelphia, PA 19107  
215-238-1701

2. If you have any questions concerning the Mental Health Procedures Act of 1976 that you feel have not been adequately answered by hospital personnel, please feel free to direct inquiries to:

Office of Mental Health/Mental Retardation  
Acute Services Unit  
123 S. Broad Street, 22nd Floor  
Philadelphia, PA 19109  
215-546-0300 main number  
215-685-6440 mental health delegate  
215-546-0300 x3516 mental health court

## **CONSUMER BILL OF RIGHTS AND RESPONSIBILITIES**

### **Information Disclosure**

Consumers have the right to receive accurate, easily understood information and some require assistance in making informed health care decisions about their health plans, professionals, and facilities.

### **Access to Emergency Services**

Consumers have the right to access emergency healthcare services when and where the need arises. Health plans should provide payment when a consumer presents to an emergency department with acute symptoms of sufficient severity – including severe pain – such that a “prudent layperson” could reasonably expect the absence of medical attention to result in placing that consumer’s health in serious jeopardy, serious impairment to bodily functions, or serious dysfunction of any bodily organ or part.

### **Participation in Treatment Decisions**

Consumers have the right and responsibility to fully participate in all decisions related to their healthcare. Consumers who are unable to fully participate in treatment decisions have the right to be represented by parents, guardians, family members, or other conservators.

### **Respect and Nondiscrimination**

Consumers have the right to considerate, respectful care from all members of the healthcare system at all times and under all circumstances. An environment of mutual respect is essential to maintain a quality healthcare system.

### **Confidentiality of Health Information**

Consumers have the right to communicate with healthcare providers in confidence and to have the confidentiality of their individually identifiable healthcare information protected. Consumers also have the right to review and copy their own medical records and request amendments to their records.

## **CONSUMER RESPONSIBILITIES**

In a health care system that protects consumers' rights, it is reasonable to expect and encourage consumers to assume reasonable responsibilities. Greater individual involvement by consumers in their care increases the likelihood of achieving the best outcomes and helps support a quality improvement, cost-conscious environment. Such responsibilities are to:

- Take responsibility for maximizing healthy habits, such as exercising, not smoking, and eating a healthy diet.
- Become involved in specific health care decisions.
- Work collaboratively with health care providers in developing and carrying out agreed upon treatment plans.
- Disclose relevant information and clearly communicate wants and needs.
- Use the health plan's internal complaint and appeal processes to address concerns that may arise.
- Avoid knowingly spreading disease.
- Recognize the reality of risks and limits of the science of medical care and human fallibility of the health care professional.
- Be aware of a health care provider's obligation to be reasonably efficient and equitable in providing care to other patients and the community.
- Become knowledgeable about his or her health plan coverage and health plan options (when available) including all covered benefits, limitations, and exclusions, rules regarding use of network providers, coverage and referral rules, appropriate processes to secure additional information, and the process to appeal coverage decisions.
- Show respect for other patients and health workers.
- Make a good faith effort to meet financial obligations.
- Abide by administrative and operational procedures of health plans, health care providers, and government health benefit programs.
- Report wrong doing and fraud to appropriate resources or legal authorities.

## PATIENT/FAMILY GRIEVANCES

### PROCEDURE:

1. When a concern (i.e., confusion, conflict or uncertainty) arises concerning a patient care issue, the patient, family members, or designated representatives are encouraged to first attempt to resolve the matter by communicating with the patient's physician and other members of the patient's treatment team.
2. If resolution is not achieved, the patient may seek to resolve the issue through the following procedures:

#### Patient Grievance Procedure

- 2.1 Any patient, or those helping him/her, may initiate a complaint orally or in writing, concerning the exercise of these rights or the quality of services and treatment of the facility. The complaint shall be presented as soon as possible to the nursing supervisor, Chief Nursing Officer, Program Director, or attending physician.
- 2.2 Every patient shall have the right to the assistance of an independent person and witnesses in presenting his complaint.
- 2.3 The Chief Nursing Officer, Unit Coordinator, Program Director, or attending physician, receiving the complaint shall investigate the complaint and make every effort to resolve it. Complaints shall be decided by persons not directly involved in the circumstances leading to the grievance.
- 2.4 If the patient is not satisfied with the outcome, he/she may take this/her complaint to the Patient Advocate, who will re-investigate the complaint and make every effort to resolve it. If the patient is not satisfied with the resolution by the Patient Advocate, he/she may submit his/her concern in writing as a grievance to the Patient Rights/Ethics Committee which is composed of physicians, the Chief Nursing Officer and other clinical staff. The Patient Rights / Ethics Committee shall meet to review the grievance and render a decision in writing within 48 hours.
- 2.7 Any patient, or those helping him/her, may appeal the decision of the Patient Rights/Ethics Committee within ten working days of the decision to the CEO who will make a decision within ten working days of the appeal.
- 2.7 The patient shall be given a copy of the final decision and a copy shall be filed in the patient's record.

**Guidelines for Community Living at Fairmount**

**Introduction:** Patients at Fairmount live in a communal (shared). In order to minimize the risk of infections, patients are asked to abide by the following guidelines.

**Personal Hygiene:** While living in a group, it is important to maintain your personal hygiene. Personal Hygiene consists not only of showering and/or bathing regularly, it also includes the appropriate use of tissues to dispose secretions, regular tooth brushing, as well as simply maintaining yourself and your surroundings in a clean and orderly a fashion as possible. Do not share personal items such as toothbrushes, hairbrushes, clothing and especially razors.

**Hand Washing:** Hand washing has been found to be the single most effective method of infection prevention. Hands should be washed after using the toilet, prior to eating, prior to any food preparation and after engaging in any activity that is likely to cause your hands to become soiled. Remove all jewelry. Wet hands and wrist with warm water and apply soap (antibacterial is preferred), work up a lather by rubbing hands together vigorously for a minimum of fifteen (15) seconds. If unable to remove a ring, move it up and down the finger to clean beneath it. Pay particular attention to the areas under the fingernails, around cuticles and thumbs, knuckles and sides of the hands. Rinse hands and wrist well. Hold your hands down in the sink below elbow level. Dry hands well with paper towels. Discard used towels in waste container.

**Body Fluids:** Fairmount, as well as other hospitals practice UNIVERSAL PRECAUTIONS. This means that you should assume that all body fluids (blood, saliva, sputum, semen) are potentially infectious and should be treated as such for the protection of you, other patients and staff alike. This means that the staff will be wearing gloves and other protective equipment at times when they may come in contact with body fluids. Patients are encouraged to avoid contact with their own body fluids and/or those of others.

**Food Handling and Preparation in the Kitchen Area:**

Food preparation for yourself as well as others is a part of the therapeutic experience at Fairmount. The appropriate use of hand washing and glove use before touching and handling food as well as the cleaning of utensils is essential in maintaining the health of the group. Food must be properly sealed/stored, labeled with name and date, and must remain in the patient's refrigerator.

**Laundry and Bed Making:**

Laundry facilities are available on each unit for the patient's convenience. Patients are expected to make their own beds. It is advisable to make beds and strip beds in a way that minimizes the amount of debris being introduced into the environment. (Do not flap, shake, sort, etc. bed linen). All should be bagged or placed in separate laundry baskets/bags in the patient's room and then transported to the laundry room. Routinely soiled items may be washed with hospital-

supplied detergent and/or other appropriate cleaning agents. Patients should not mix their laundry with another patient's.

**Sexual Contact:** Sexual contact is prohibited within the confines of Fairmount.

**Visitors:** Visitors suspected of having a communicable disease must be assessed by the nurse before entering the unit.

**Common Misconceptions:**

HIV, the virus that causes AIDS, is not passed through air, water, and food or by casual contact. You cannot get AIDS from mosquito bites; you will not get it from bed bugs, flies, or other insects either. You cannot get AIDS from someone's tears, saliva, urine or bowel movement. You cannot get AIDS from a chair, clothing, a telephone, or a toilet seat. It cannot be passed on by using a glass or eating utensils. You cannot get it from a kiss. As HIV virus can only be transmitted through blood, semen, breast milk, and vaginal fluids, there are only a limited number of ways in which it can be contracted.

## Guidelines for Visitors

### Visiting Hours for Adult Inpatient Units are:

N1 Unit and N4 Unit		
Monday		6:30 PM – 7:30 PM
Wednesday		6:30 PM – 7:30 PM
N3 Unit and PCU Unit		
Tuesday		6:30 PM – 7:30 PM
Thursday		6:30 PM – 7:30 PM
All Units		
Saturday		3:30 PM – 4:30 PM
Sunday		3:30 PM – 4:30 PM

Visiting will be limited to these scheduled hours so that patients can fully participate in all treatment activities. No one will be permitted on the unit during other hours unless they have a pre-scheduled appointment with the doctor or Social Worker.

All visitors must have a visitor's badge to enter the unit. These badges are obtained at the front desk of the main hospital and must be visible at all times.

No children under the age of 16 will be permitted on the Adult inpatient units unless they are attending a family session with the doctor or social worker or a doctor's order is written permitting them to visit. Visitors must use the lockers to store their bags, coats, purses, and other personal items prior to entering the units. All patient belongings brought into the facility for the patients must be given first to staff to be checked prior to use by the patient.

No food or drink can be brought onto the units.

Any visitor who brings contraband, including matches or lighters, to the units will be asked to leave and not return. Any visitor who is disruptive to the units will be asked to leave.