



PATIENT HANDBOOK

Adult Partial Services

Revised 04/15

Welcome

Welcome to Fairmount Behavioral Health System's Acute Partial Program. We recognize that your decision to enter treatment was a significant one and not an easy one to make. This is the first step in working towards your recovery and we appreciate the opportunity to assist you in your journey.

People often enter treatment because they recognize that things in their life were not going well and they want to start doing something to change that. Benefiting from treatment and getting started on the road to recovery requires focus and commitment. Treatment is about **you**. Fairmount's goal is to provide you with a positive treatment experience and safe environment so that we can begin to address your problems and concerns and you can begin making changes in your life and help you prepare for a successful transition back to home, work, or school. We will help you identify and manage the symptoms that can make these transitions so difficult. We believe this can be accomplished with a structured, consistent treatment program that provides close monitoring of the thoughts, feelings and behaviors that led to you seeking help.

We look forward to collaborating with you as you begin to work towards your goals. Your therapist will work with you to develop a plan of care that makes sense. This is your treatment program; the more you are able to actively participate in treatment, the better your success. Thus, it's important that you assist in the development of treatment goals and understand all steps in that plan. Please ask questions if there is any part of your treatment program that you do not understand.

This handbook contains general information and guidelines that will orient you to the program. Please refer to this handbook or feel free to talk to our staff about any aspect of your stay in the hospital. Also, 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.

At Fairmount Behavioral Health System, we place a strong emphasis on living by our values every day. These values are Service Delivery, Patient Well-Being, Patient Awareness, Teamwork/Communication, Environment of Care and Service Excellence. Your safety and concerns are our top priority. Please do not hesitate to bring questions or concerns to your therapist or to any member of the treatment team.

It is our hope that this experience will help you in your journey to recovery and promote continued wellness in your life. We are excited to have you involved and look forward to meeting you. Please refer to this handbook or feel free to talk to our staff about any questions you may have during your stay. Thank you for choosing to begin the first steps of recovery here at Fairmount Behavioral Health System's Acute Partial Program!

***Sincerely,
The Partial Hospital Team***

Admission to the Partial Program

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

If your family has any questions, they should speak with your psychiatrist, therapist, or nurse.

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. Please let us know if you have a fear of needles so that we can make alternative arrangements.

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

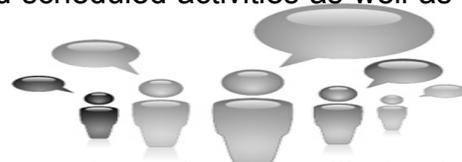
The treatment program is specially designed to meet your needs. You are strongly encouraged to be on time and participate in all activities in order to get the most out of your stay. There are approximately four hours of active treatment each day. You will participate in Goal Group, meet with members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

Goal Group

Goal Group is held once a day. The purpose of the morning meeting is to review community rules, group participation, and scheduled activities as well as to set daily goals.

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.

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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.

Psychological Services

The purpose of Psychological Services 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 partial hospitalization, intensive individual psychotherapy is usually not provided. However, when there is clinical indication, a referral for individual psychotherapy or marital/family therapy may be prescribed. Additionally, referrals to case management, peer specialists and housing will be made if necessary.

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

Patients routinely meet with the psychiatrist to discuss the effectiveness of medications. The psychiatrist may write a prescription for new medication or maintain the existing ones. However, medications are not dispensed in the partial program. Patients are able to bring medications to the program if prescribed to take them during the day.

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 they are dealing with, 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.

CONFIDENTIAL

Partial Program Rules and Guidelines

1. All patients must comply with the following security measures:
 - Scanning with metal detector before dispersing throughout the building.
 - The locking up of all electronic devices (cell phones, iPods, etc.), bags, medications, car keys (if you drive to Program) during partial program hours.
 - Any confiscated weapons, potentially harmful devices or objects will **NOT** be returned to patients under any circumstances.
2. Attend each of the four group therapy sessions daily and obtain permission before leaving the room. To minimize disruptions, you can leave group only in emergencies or if directed by staff.
3. Beverages / Food in glass bottles or metal containers are not permitted. Open food or beverages are subject to search and / or disposal at staff discretion. Please clean up after yourself.
4. Be Respectful - use appropriate language and respect each other; verbal aggression, bullying and intimidation of any kind will not be tolerated.
5. Please dress appropriately. The wearing of provocative, revealing, and/or offensive attire is not permitted. These include but are not limited to the following: tank tops, midriffs, halter tops, ripped clothing, low-cut garments and clothing with inappropriate graphics. We will insist that those who violate this rule cover up in scrubs or be sent home.
6. **Absolutely No Physical Contact Allowed!!!** - No touching each other, no fighting, no horseplay, no hugging, etc.
7. **Socializing outside of group is prohibited!!!** - Patients found engaging in relationships together outside of program will be referred elsewhere. Do not exchange contact information (which include social media contact information: i.e. facebook, twitter, snapchat, etc) with program participants and do not meet up with program participants outside of the program.
8. Adult patients are not allowed to talk to/interact with adolescent patients. Adolescent patients are not allowed to talk to/ interact with adult patients.
9. Patients are not permitted to interact/socialize with patients in other Service Lines or on other units.
10. **Adolescent patients are prohibited from smoking!!!** Tobacco products / lighters / matches found in their possession will be confiscated and only returned to a parent/guardian.
11. Adult patients are only permitted to smoke during scheduled smoke break times and at the designated smoking area.
12. Patients must be escorted by staff to and from any location on the campus that is not the designated Partial Program building. Once you arrive at the program you must remain on the premises.
13. Additional prescriptions will not be provided to patients who are administratively discharged from the program (due to the inability to monitor future use).
14. No drug or alcohol use.

Parental / Family / Caregiver Involvement

Dear Parents, Guardians, Family Members and Caregivers,

Your involvement is essential to ensure successful program outcomes. Therefore, you may be required to participate in meetings, family sessions and/or phone calls at the discretion of your loved one's treatment team. Your strength and encouragement is a key component of your loved one's recovery and development of healthy behaviors. Please support the treatment team by ensuring the structure established in Fairmount's Partial Hospitalization Program is enforced and encouraged within your own home. If your loved one is unable to abide by Fairmount's noted structure, they may be subject to the Discipline Procedures noted below.

Attendance Expectations

The Partial Hospitalization Program operates between the hours of 10:00 a.m. and 2:30 p.m., Monday through Friday. Partial Hospitalization is considered a high level of care therefore you are expected to attend daily with very few exceptions. Patients and families are encouraged to schedule appointments at times that will not conflict with a patient's attendance. Absences will only be excused if sufficient verification/documentation is provided by patients/families. Please be mindful; frequent absences may result in early discharge from PHP or referral to a less demanding level of care.

Discipline Procedures

You may be struggling with behavioral issues while in Partial. Please ask for help if you need assistance with your behavior.

Continuous disregard of the rules or serious violations (such as physical fighting) can result in administrative discharge from the program. This will be decided by the staff. Continuous disregard for rules may also result in the following:

- Behavioral contract
- Full day suspension
- Being sent home early from the program
- Early discharge from the program.

Transportation Rules and Guidelines

Listed below are the guidelines that have been established for use of our transportation services. During the 2 to 4 weeks that you are enrolled, it is expected that you comply with the following:

Daily Expectations

You should expect a call from the driver between 7:30am – 9:30am and they will inform you of the estimated time they will arrive to pick you up. Once outside your residence, the driver will honk the horn and it is expected that you are present in a timely manner to enter the vehicle. The driver will call you once more if necessary and wait for approximately 2-3 minutes and if you are not outside, they will leave. Once the driver has left your residence, they will be unable to pick you up at a later time that day.

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Transportation Rules and Guidelines

1. Once on the van, remain seated.
2. Seatbelts are to be worn appropriately at all times.
3. Eating, drinking, and tobacco products are prohibited on the vans.
4. Be respectful of peers and staff on the van – use appropriate language with an appropriate volume and tone, keep hands to self, and follow staff prompts.
5. Vandalizing of any kind on van property is prohibited.
6. Vans are equipped with video surveillance technology. Be aware that your actions and behaviors will be recorded at all times.

Change of Information

- Please notify your assigned clinician ASAP if your address and/or phone # has changed.
- If you require to be dropped off and/or picked up from a different location, you must notify your assigned clinician at least 24 hours in advance, and it must be approved by your clinician first.

Discipline Procedures

Continuous disregard for rules may result in the following:

- Behavioral Contract
- Suspension from transportation service
- Early discharge from the program



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 therapist, 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.

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 threats, acts, or inappropriate physical contacts between patients are not permitted. Please notify staff immediately of any sexual approaches.
- Sexual threats, acts, or inappropriate physical contacts between patients and staff are not permitted. Please notify staff immediately of any sexual approaches.
- Violence, of any sort, from patients and/or staff is not tolerated. This includes verbal threats, physical aggression, or destruction of property. Please notify staff immediately of any violent threats or acts.
- Possession or use of alcohol or non-prescribed drugs is not permitted. Please notify staff immediately of any instances of alcohol or non-prescribed drug possession or use.

Unsafe behavior will result in a review of your 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
- Cassette tapes/cases, CDs and CD cases
- Razors (single edge, safety, or electric)
- Compacts with mirrors
- Sharp objects including scissors, knives, metal nail files, and knitting needles
- Metal combs and hair picks
- Any liquid containing alcohol
- All medications
- Sewing needles, safety pins, straight pins
- Wire coat hangers
- Weapons or protection devices
- Plastic bags or sheeting
- 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 program 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 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 Office of Quality Monitoring at:

Email: complaint@jointcommission.org

Fax: 630-792-5636

Submit a Complaint Online: <https://jcwebnoc.jcaho.org/QMSInternet/IncidentEntry.aspx>

Address: One Renaissance Boulevard, Oakbrook Terrace, IL 60181

The Joint Commission home page: <http://www.jointcommission.org/>

Recovery and Trauma-informed Care

Here at Fairmount we strive to provide services under the Recovery Model of care and Trauma—informed Care. Recovery is a process in which people are able to live, work, learn, and participate in their communities. For some individuals, recovery is the ability to live a fulfilling and productive life despite a mental illness. For others, recovery implies the reduction or complete remission of symptoms. SAMHSA (2011) has identified several principles of Recovery:

- ***Recovery emerges from hope***
- ***Recovery is person-driven = Empowerment***
- ***Recovery occurs via many pathways***
- ***Recovery is holistic***
- ***Recovery is supported by peers and allies***
- ***Recovery is supported through relationships and social networks***
- ***Recovery is culturally-based and influenced***
- ***Recovery is supported by addressing trauma***
- ***Recovery involves individual, family, and community strengths and responsibility***
- ***Recovery is based on respect***

We seek to instill hope, empowerment, and collaboration into all of our services. Here at Fairmount, patients choose their goals and collaborate with the team on how staff can best help them to achieve success. We work to include family and loved-ones into our treatment by facilitating family sessions, family involvement, and through our Family Focus program. We also seek to provide a respectful, hopeful, and compassionate environment to help individuals to move towards the Recovery of their choosing.

We also understand that many of the individuals we serve have experienced or witnessed multiple traumatic events in their lives. We strive to always provide Trauma-Informed Care, which is a style of treatment that acknowledges individuals' trauma histories, understands the impact of trauma on how an individual see the world, and works with individuals in a way that does not further traumatize.

People who have been through traumas often are very sensitive to certain reminders of their trauma (“triggers”) and we at Fairmount work to provide treatment that does not trigger our patients. Safety is key for Recovery. The Recovery Model and Trauma-Informed Care create a culture of safety and hope so that individuals that we serve can learn new skills, develop goals, and work to achieve success in their personal Recovery.

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 pursuant 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

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

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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

- 2.0 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.
- 2.1 Every patient shall have the right to the assistance of an independent person and witnesses in presenting his complaint.
- 2.2 The Chief Nursing Officer, nursing supervisor, Program Director, or attending physician, receiving the complaint shall investigate the complaint and make every effort to resolve it. The Complaints shall be decided by persons not directly involved in the circumstances leading to the grievance.
- 2.3 If the patient is not satisfied with the outcome, he/she may take his/her complaint to the Patient Advocate, who will re-investigate the complaint and make every effort to resolve it.
- 2.4 If the patient is not satisfied with the resolution, by the Patient Advocate he/she may submit his/her concern in writing as a complaint to the Ethics Committee, which is composed of the physician, the Chief Nursing Officer and other clinical staff.
- 2.5 The Patient Rights/Ethics Committee shall meet to review the grievance and render a decision in writing within 48 hours.
- 2.6 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 complaint and final decision and a copy shall be filed in the patient's record.