

WELCOME TO INPATIENT PSYCHIATRY

The Psychiatry Service is a member of the Partners for Excellence in Psychiatry. All of the staff on the inpatient psychiatry units are here to help you achieve your treatment goals during your hospitalization. Please read the information that will help you

1. feel safe and comfortable here,
2. know what will happen and
3. understand expectations for your time in the hospital.

YOU AND YOUR TREATMENT TEAM

As a patient, you or your Authorized Representative will be treated as an important member of your treatment team to learn about your illness and symptoms, identify your goals for care, and develop and work on a plan for recovery. The treatment team members are you or your Representative if needed, the Doctors, Nurses, Social Worker, Care Coordinator, Occupational Therapists, Recreational Therapists and Staff of the unit.

Occupational Therapy: Provides groups on Life Management, Healthy Lifestyles, Cooking, Crafts and Leisure Skills and provides ADL assessments, job skills assessments, and community re-integration in conjunction with Team Solutions and Solutions for Wellness modules.

Recreational Therapy: Provides groups in addition to Team Solutions and Solutions for Wellness on: Coping Skills, Discharge Planning, Reminisce Therapy, Exercise, Arts and Crafts, Leisure Education and Leisure Skills Development.

Nurses: Provide Team Solutions, Medication, Teaching and cognitive-behavioral discussion groups.

Social Work: A Social Worker is available Monday through Friday during the day to answer your questions about discharge issues. Families can get in touch with the Social Worker by calling (434) 924-5569.

Chaplaincy Services: Pastoral Care is available for patients 24 hours a day, seven days a week. Regular pastoral visits take place between 9 and 5 p.m. on weekdays. Chaplains perform an interfaith ministry, working with all faiths and religious groups as well as the non-religious. Chaplains are available for emotional or spiritual support, prayer, or providing a friendly, listening and non-judgmental presence. If you would like to speak with a chaplain, please let a nurse or other staff member know.

UNIT GUIDELINES

The University of Virginia Psychiatry Services staff feels that the following guidelines are good to follow whether you are in the hospital or not. By following these guidelines you will feel better and possibly shorten your stay here. If you continue to follow these suggestions when you go home you might find life a little easier and more fun!

The following expectations are to be followed while in the hospital. When they are not followed, serious consequences may occur including increased supervision, limited access to the activities and areas of the unit, or an unplanned early discharge.

1. The staff will work with you to develop a treatment plan that includes groups for you to attend. Be an active participant in your treatment.
2. Make the most of your time here – ask questions, go to groups, be active in your treatment.
3. Learn about your medicines and the times you take them.
4. Do not go into any patient room but your own.
5. Respect others. Keep the community area clean. Keep the volume of the TV and radios at a level that does not disturb others.
6. Practice good personal hygiene. Bathe regularly and keep your clothes clean. A washer and dryer are available for your use.
7. Keep your room clean and neat. Make your bed.
8. During group times, no phone calls can be made and the television is turned off.
9. Be nice to yourself. Think of things that you can improve about yourself. Do things for yourself that will make your situation better for you.
10. There is no smoking while an inpatient. Nicotine replacement in patch or gum is available by physician order.
11. Be open and honest with others but avoid behavior that may hurt or threaten them. This includes running, fighting, cussing, or yelling. *A consequence of this behavior could result in room restriction.*
12. Avoid touching (other than a handshake), being overly friendly or romantically involved with another patient while in the hospital. Physical contact with another patient or staff member could result in a police investigation.
13. Alcohol and drugs do not mix with medications. Alcohol and illegal drugs are not permitted on hospital property. *Violation of this rule could result in immediate discharge.*

ENSURING YOUR SAFE CARE

- You, our patient, are the center of your health care team. The following guidelines can help you be an active member of your health care team:
- Speak up if you have doubts or concerns. Tell us if you start to feel unsafe.
- Expect your doctor or nurse to check your identity before giving any medicine or treatment.
- Be sure you understand what to expect if you need a procedure or test and get the results of any test or procedure
- Help us prevent infections in the hospital by washing your hand carefully, especially after using the bathroom. Do not be afraid to remind doctors and nurses about cleaning their hands.
- Please follow special precautions provided by your nurses or doctors. Ask questions if you do not understand. Doing so may help improve your care and safety.

PRIVACY & CONFIDENTIALITY

The staff is very careful with your private information. When you are admitted, we ask you to tell us:

1. Who can know that you are on our unit;
2. Who can visit or call you;
3. Who you want involved in your treatment; and
4. Who we can get background information from.

These can be changed at any time, if you change your mind.

We do not give out any information that you do not permit. Only people that you permit, or staff directly involved in your treatment, or those permitted by law are allowed to see your chart or know about your treatment. If you have questions or concerns about confidentiality please ask staff to explain further.

We also ask that you respect the confidentiality of others on the unit. Anything you learn about someone else while here should not be repeated to anyone outside the hospital.

Be sure to read the Patient Handbook to learn about your rights and responsibilities.

WHAT SHOULD YOU DO IF YOU HAVE A CONCERN, COMPLAINT OR QUESTION?

If you wish to report a concern, ask a question or to make an informal or formal complaint, you may ask to speak to or call the unit manager at 4-2978 (from inside the hospital or 434-924-2978 from outside the hospital).

You can also call the UVA Patient Representative at 924-8315. Or you can call the Psychiatry Administrator at 434-924-2978.

If you believe your rights have been violated you may call the Virginia Office for Protection and Advocacy at 1-800-552-3962 (toll free) or 804 225-2042 (Voice/TTY) or contact the Virginia Department of Behavioral Health and Developmental Services Regional Human Rights Advocate at 1-877-600-7437 (phone); PO Box 2500 Staunton, Virginia 24402 or 540 332-8314 (FAX).

WHAT TO EXPECT

People are here because they need help coping with their thoughts, feelings or behavior. Whether you asked for help or someone else thought you needed help, **we want** to help.

Sometimes feelings or thoughts seem like too much to handle. The staff is here to help. Please, let us know **before** you act. We have many ways to help you cope in a better way.

Every problem you have cannot be fixed in the short time you are here. But we **can** give you tools with which to work. We can teach you new coping skills, offer new ideas, understand medicine and help you build new skills.

YOUR SAFETY AND COMFORT ARE IMPORTANT

Fire Safety: Smoking is not permitted inside the building for safety and health reasons. If you bring cigarettes and lighting materials to the hospital the staff will lock those up in the team center until discharge. The staff is well trained to provide for your safety in case of emergency like a fire alarm. We have practice drills regularly. If you hear or see the alarm go off, please follow instructions from staff – the procedures were designed by the Fire Marshall for your safety. If you are a smoker, ask your doctor about the nicotine replacement medication. In order to help keep everyone safe, if we have reason to believe that you have been smoking in your room we may search your belongings and lock up any cigarettes and lighting materials found in the team center until discharge. This is for everyone's safety.

Personal Safety: If ***you ever feel unsafe***, talk to a staff member immediately. If you don't feel comfortable talking to staff, you can call the UVA Patient Representative at 924-8315.

1. We want everyone to feel safe while in the hospital. We will talk to you about making a contract or agree to get help before you do something that might hurt you or others.
2. Talking with other patients while you are here can help a lot, too. But be careful not to get so involved in other's problems that you forget to work on your own.
3. Please do not try to handle an unsafe situation with another patient. You can help most by letting staff know your concern and by moving away from the situation to let staff work.

Patient Falls: While we cannot prevent all falls, we try to have as few as possible. This brochure explains our "Fall Prevention Program," and what family and friends can do to help.

1. We get rid of fall hazards for patients. We try to avoid clutter – which is hard with all the machines, lines, and tubes we use to help our patients! We keep the hospital bed in its lowest level when we are not in the room, and to make sure it is locked.
2. We decide which patients have a higher risk of falling. We use the "Schmid Fall Risk Assessment Tool." It looks at movement and balance, ability to think clearly, medicines taken, bathroom needs, and whether the patient has fallen before. If you or your family member is at a higher risk for falling, we use plain **yellow signs and armband** to remind all staff of this. We do not use the words "fall risk" to keep the patient's health information private.
3. We also make a plan just for the patient. The plan may include such things as turning on the bed alarm and checking on patient at least every two hours.
4. One thing that we do NOT do for all patients is to use restraints or 4 side rails. Restraints have their own safety risks and can cause confused patients to become more upset or injured.

If you think that you or your family member may have a higher risk of falling, but does not have any of the pink signs and band or if you have any questions or concerns about the "Fall Prevention Program" or patient's plan, please talk with the nurse.

Pain Care: The best way to decrease pain is to treat the cause of the pain. Almost all types of pain can be controlled with medicine and other treatments. It may not be possible to get rid of your pain completely. But, it is possible to lower the pain level so you can live and be comfortable enough doing every day things. You and your caregiver will work together to find what pain control treatments are best for you. Always tell your caregiver if the pain gets worse. Ask your caregiver if you want more information on any of the following pain control treatments. You will be asked to describe and rate your pain on a scale of 0-10 with 0 being none and 10 being worst possible.

Why is pain control important? Pain can affect your appetite (ability or desire to eat), how well you sleep, your energy and your ability to do things. Pain can also affect your mood (how you feel about things) and relationships with others. If caregivers can help you control your pain, you will suffer less and can even heal faster. Work with your team to address your comfort level.

IMPORTANT FACTS ABOUT BEHAVIOR MANAGEMENT

Remember, all patients on this unit are here because they are having problems with their behavior, thoughts or emotions. Sometimes when people are in the hospital, they behave differently than when they are well. We make every effort to help patients behave in a safe manner and prevent problems from developing.

We use positive approaches such as talking about emotions and teaching coping strategies. We seek to support a patient's ability to maintain or regain control of behavior by providing verbal prompts or instructions. If you would like more detailed information about our behavior management techniques, ask staff for more information.

There may be times, however, when a patient's behavior is so unsafe that restraints or seclusion become necessary as a temporary measure for safety. If staff asks you to go to your room or another room away from a situation, please comply with the request to allow the staff to do their job.

If this happens you should know:

1. We believe in avoiding the use of restraints or seclusion if at all possible.
2. Restraints and seclusion are only used when there is no other option to maintain safety.
3. Staff regularly has special training to assure that they will be as safe, respectful and caring as possible.
4. The patient in restraints or seclusion is well cared for and monitored closely to assure their safety.
5. Staff will help the person in restraints or seclusion to get back in control so they can return to the unit as soon as possible.

It can be upsetting if someone is placed in restraints or seclusion. Talk with staff if you are feeling upset. We want to help you understand.

WHAT YOU MAY NEED WHILE A PATIENT ON 5 EAST

You will need street clothes to wear during the day and night clothes to wear at night. For your safety, footwear must be worn when you are out of your room. Please, do not keep large amounts of money or valuables with you in the hospital. The hospital cannot be responsible for your valuables (even if they are kept in the team center). If at all possible send valuables home. Otherwise, put them in hospital safekeeping. A few dollars for personal use is all you will need. Meals are served on the unit and are part of the cost of your stay. Snack foods, juices and milk are available in the dining room at scheduled times. Soft drinks are available from staff in the team center. Food for visitors is available in the cafeteria, located off the main lobby of the hospital. Clean linens are available in the linen closet at scheduled times.

Staff will search your belongings when you are admitted to an inpatient psychiatry unit at UVA to ensure that you do not have anything that could be easily used to hurt yourself or anyone else. Your belongings may be searched during your stay if we have reason to believe that you may have something that could be used to hurt yourself or someone else. The nursing staff must clear any items brought to patients by visitors before being given to you. Our main goal is to make sure that we have a safe environment. If you need anything, or have any questions, please feel free to ask any staff person. We would be glad to help you.

We understand that it can be scary to come into the hospital. Familiar things can be helpful. Please feel free to have somebody bring you things that comfort you. You can have:

- Books
- Flowers in plastic containers
- A small battery-operated radio if it does not have headphones
- Clothing, slippers without strings or ties
- Pictures without glass
- Notebooks without spiral wires
- Battery-operated disposable razors

VISITORS

Visiting hours are from **Noon to 2:00 PM** and **5:00 PM to 7:30 PM** Monday through Friday. Weekend visiting hours are **Noon to 3:00 PM** and **5:00 PM to 7:30 PM**.

Visitors are limited to two per patient. Children of patients may visit if unit staff, in collaboration with the patient, judge it to be safe and therapeutically appropriate. Any child under the age of sixteen must be accompanied and supervised at all times by a responsible adult other than the patient.

You may ask to have no visitors while in the hospital. You need to tell staff who can visit, call and have information. Patients must give us permission to let a visitor come to an inpatient psychiatry unit at UVA to visit before we will let anyone come to visit. If you (the patient) do not give us permission to talk with a visitor or caller we will not even acknowledge that you are a patient in the hospital to that person. We will only give out information that the patient has given us permission to give out and only to people the patient has given us permission to give it to.

All visitors must have a visitor's pass from the front desk in the lobby before coming to the unit.

FOOD

Three meals a day are provided. You can have limited choice about your meals by filling out your menu. Please eat your meals in the dining/day room. In-between meals you are welcome to request snacks during designated snack times. The staff can obtain limited caffeine-free sodas for you from the nurse's station. It is fine for a visitor to bring you food from outside the hospital, but this must be consumed during the visit. We recommend caffeine-free drinks, but that is not absolutely necessary. Take-out food **cannot** be delivered directly to the units so you must make arrangements for someone to go and pick up your food when it is delivered if you want to order take-out food. Unit staff is not allowed to leave the unit to pick up your take-out food.

LAUNDRY

Ask at the Nursing Station and we will be glad to launder your clothes for you.

PATIENT SATISFACTION

We hope you will be happy with the treatment you receive while a patient on the Psychiatry unit. We are interested in your concerns about the services we provide. Please complete a Patient Satisfaction Survey before you leave to tell us how you rate our services.

CONTACTING YOU BY TELEPHONE

5 East

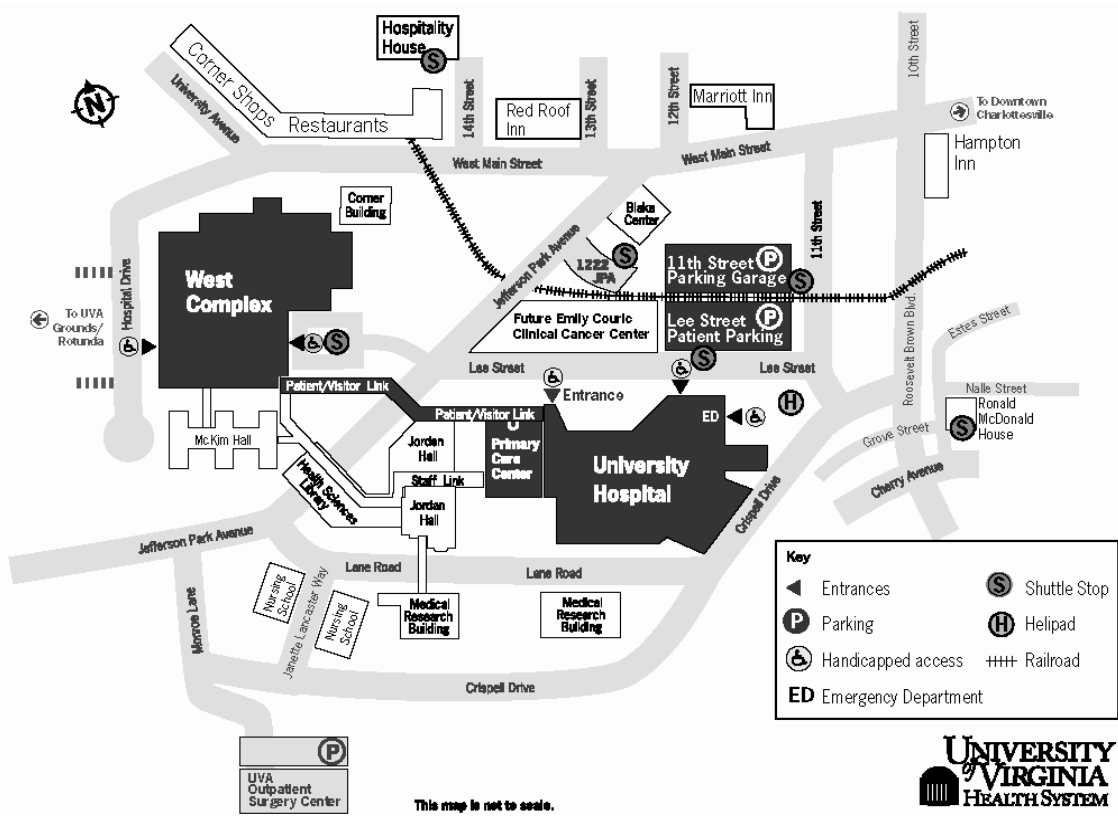
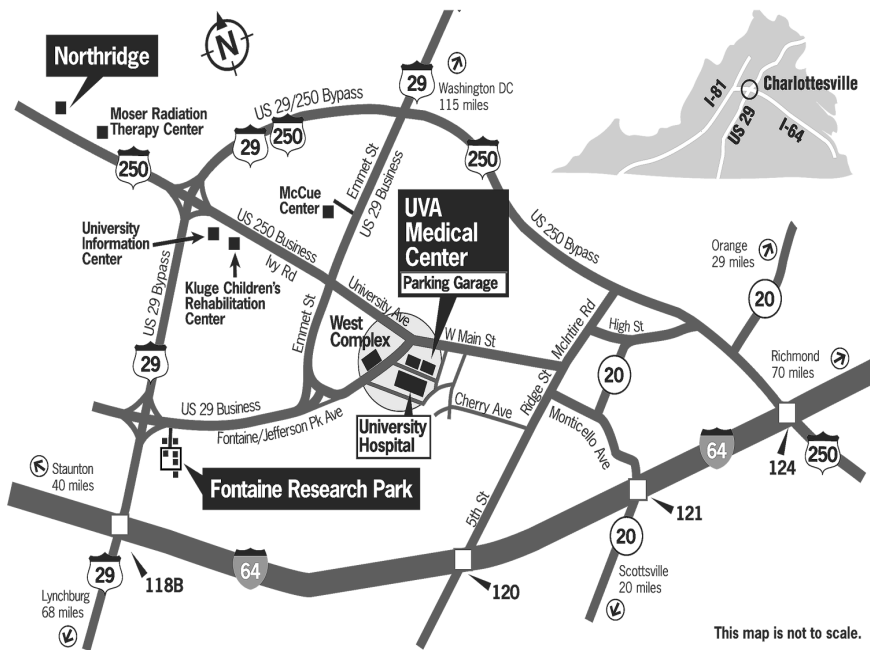
Phones are located in the dining room and in the hallway alcove. Dial "9" to get an outside line. To make long distance calls you may use a phone card or call collect. Please, be courteous when you answer the phone. If you cannot find the patient the phone call is for, get a staff person to help you.

Patient phone numbers are 924-5565 or 924-9320.

Nursing staff can be reached at 924-5569.

You probably won't be here long enough to receive mail, but just in case, your address here is:

Your Name
5 East UVA Medical Center
P.O.Box 801440
Charlottesville, VA 22908



Inpatient Psychiatric Services is located at:

University of Virginia, University Hospital
 5 East, 1215 Lee Street, Charlottesville Virginia 22908