



Spring Harbor Hospital

MaineHealth

A division of Maine Behavioral Healthcare

Dear Patient and Family,

Welcome to Spring Harbor Hospital. We know that coming to a hospital may be difficult for you and your family. Your needs and well-being are important to us. We want to make your stay as therapeutic and helpful as possible.

This is an education packet for you and your family members to use during your stay. This packet will give you information about your rights, your treatment team, and the unit guidelines. You will also receive information about your illness, your medications and resources you may wish to use after discharge. We believe knowledge can help you manage your illness in the healthiest manner.

Sincerely,

The Adult Treatment Team

**123 Andover Road
Westbrook, ME 04092
207-761-2200
Toll free: 888-524-0080
Fax: 207-761-2108**

www.mainebehavioralhealthcare.org

WELCOME TO ADULT INPATIENT SERVICES

Adult services are made up of short-term secured psychiatric units. These units provide services for patients with psychiatric disorders; and for patients with co-occurring psychiatric and substance abuse/dependence disorders. During your stay, the staff will help you set goals that will help you return home as soon as you are safe to do so.

SAFETY AND PERSONAL BELONGINGS

So that we may keep you and the other patients safe, we will search you and your belongings on admission. Items brought into the hospital by visitors will also be checked. During your hospital stay, many of the things you need will be supplied to you. Certain items will be placed in the sharps closet and will be returned when you leave. Some of the items in the sharps closet may be signed out for a limited time and then returned to the closet. Any medication you bring in with you will be sent home or sent to the hospital pharmacy.

The following are examples of items that are prohibited on the unit:

- weapons of any type
- belts
- medications, pills or illegal drugs or alcohol
- sharp objects or objects that can be broken into sharp objects
- pagers, cell phones, TVs, cameras, camcorders, or audio recorders
- toiletries

The following are examples of items that must be kept in the sharps closet and only used under direct supervision:

- Spiral notebooks
- Radios
- Makeup

Spring Harbor Hospital (SHH) strongly encourages patients to leave valuables at home or with family members. If this is not possible, some items and money may be stored in the unit safe. Personal belongings that you will not need during your stay will be kept in a locked storage closet and returned to you when you are discharged. Examples of these items are: car keys, cigarettes, lighters, and suitcases.

SHH will do everything possible to protect your personal belongings but cannot take responsibility for items which you keep in your possession during your stay. For this reason, we urge you to limit the number of belongings you bring to the hospital to a minimum.

Patients are allowed to use their own razors if they are electric, there must be a doctor's order, and the device inspected and approved by maintenance. Staff will determine on an individual basis if you are safe to use a razor (safety or electric), and direct staff supervision will always be provided if and when you shave.

As part of your treatment it may be necessary to leave the hospital for an outside appointment or a Therapeutic Trial Visit (TTV). If so, the same search procedure will be required upon your return.

Verifying patient identity is one of many ways SHH protects your safety. One form of identification (ID) is your photograph, which is taken at the time of admission. The other is your date of birth (Month & Day), which is printed on your photo. You will be asked to repeat your birth date before you receive medications and some procedures.

Safety is important to us at SHH. Communication with patients and families is an important part of achieving safety. If you have any safety concerns about medications, treatment, or the environment we would like to hear about them. Please contact a member of your treatment team and/or program manager to discuss your concerns. You may ask for them in person or call (207) 761-2200 or toll free (888) 524-0080. We appreciate your help in promoting safety at our hospital.

COMMUNITY EXPECTATIONS

At SHH, we believe that it is important to be respectful toward each other and assure a safe environment for everyone. In order to help maintain the safety of the unit, the following can not be allowed at any time:

- Borrowing others' personal belongings
- Threatening, aggressive or potentially dangerous behaviors
- Theft
- Sexual activity between patients
- The use of alcohol or street drugs
- Possession of any dangerous items or materials

We discourage social relationships between patients; including touching and hugging while you are here and for at least one month after you leave.

SMOKING

SHH is a smoke-free hospital. Please talk with nursing staff or your licensed independent practitioner about available resources to help you during your stay here.

TREATMENT TEAM

The treatment team includes a nurse, psychiatric technician, social worker, psychiatrist, and you. Consultants to the treatment team include occupational therapist, medical nutrition therapist, addictions counselor, and psychological testing examiners. The staff on your team meets Monday through Friday. Daily treatment activities include: rehab & nursing groups; community meetings & wrap-up groups; time with a psychiatrist; quiet activities; and time with visitors. (See specific unit schedule for details.)

You are the central part of the treatment team. Your involvement will help you make the most of your stay. The team will meet with you after admission to get to know you better and to set goals for your plan of care.

Staff will review your treatment plan with you (and your guardian if you have one). You will be asked to sign the treatment plan. While here, you will meet with staff in individual and group meetings in order to work on your goals.

You will have a physical exam shortly after admission. Medical staff will also be available for any concerns that may need further attention.

It is important for us to foster good communication between our medical care professionals, our patients and their families. Communication between caregivers is also an important component of the ongoing care at Spring Harbor Hospital. If you are working with a staff member and they are planning to follow up with you and you either have additional questions or have not heard back from them in the agreed amount time frame, SHH invites you to contact that staff member. SHH views communication as a vital aspect of our patient care services.

All patients are restricted to the unit when admitted and may remain so throughout their stay. This means that meals and activities will occur on the unit. Some patients may benefit from going to the cafeteria for meals, attending off-unit groups and going to the gym. Some patients may go for walks outside with staff. This will be based on the safety of the individual's treatment needs, as determined by the treatment team and ordered by the physician.

MEDICATIONS & MEDICAL PROCEDURES

Medications are an important part of most patients' treatment plan. Medications are given from the Medication Room. Your doctor and nurse will tell you about any medications such as what it is, when to take it, why you are taking it, and possible side effects. Written consent from you or your guardian is required before medications or certain medical procedures can be provided to you. Please bring any questions or concerns about medications to the doctor or nurse.

THERAPY GROUPS

At SHH the staff provides many daily groups to teach patients how to make healthy changes in their lives. Therapy groups and program structure are designed to help resolve crisis and help you make healthy changes in your life. Examples of groups that may happen on your unit include:

- Cognitive Behavioral Therapy (CBT) – a self-help model that teaches “how you think creates how you feel”.
- Dialectical Behavioral Therapy (DBT) - combines cognitive and behavioral therapy, incorporating methodologies from various practices including mindfulness techniques.
- Life skills - coping skills to deal with illness, anger management, stress management, time management, communication, and leisure skills.
- Yoga and meditation groups
- Co-occurring disorders groups
- Exercise groups
- Nursing groups (meds, nutrition & illness education, for example)

Patients are asked to be on time for groups. Please tell the group leader of any delays. To help you be actively involved in the therapeutic groups, we ask that you make phone calls and have visitors (if possible) at times other than when groups are scheduled. Snacks during groups are discouraged; drinks are okay. A daily schedule will be posted in the community room or at the nursing station. Which groups, if any, you are asked to attend depends on your own treatment needs and goals.

CONFIDENTIALITY

Confidentiality is an important issue and is always a priority with our professional staff. Information about you will **not** be given out to anyone without a release, (or if allowed by law) and even then, only pertinent information will be released. Please see the Notice of Privacy Practices for more information. We also ask that all visitors respect the confidentiality of other patients on the unit; all patients have a right to privacy. For this reason, we do not allow cell phones, cameras, video cameras, or tape recorders on the unit.

ACTIVITIES OF DAILY LIVING

We know that the routine here differ from your usual daily tasks. We do ask you to take care of as many self-care tasks as you can. You will be asked to keep your room in order. Staff will assist those who need help. Laundry hampers are on the unit for hospital linens. Please do not put your own clothing in the hampers.

Free laundry machines are available for your clothing. We ask that everyone practice good self-care. You will get supplies on the unit such as toothpaste, shampoo and soap.

Clean and neat clothing that covers the whole body is expected. Patients wearing halter-tops, muscle tee shirts or revealing clothing will be asked to change. In warm weather knee length shorts may be worn. For health and safety reasons, we ask that you keep your feet covered. Shoes or sandals must be worn off the unit. Patients will be asked to remove their shoe laces from their shoes at admission. Shoes will be kept in the sharps closet at night and when not worn. The staff may ask you to turn in an item of clothing if nursing staff feels it presents a safety risk.

TELEPHONE CALLS

Phones are on the unit for patient use. Phones for patient calls are in the open living area. The patient telephone numbers for the adult units are available from staff. With your permission family and friends can call you. We encourage patients to limit calls to 10 minutes to allow each person time to use the telephone. It is recommended calls be made during times when groups are not being held if possible.

Staff will assist in any way possible with any call that cannot be made from the patient telephones. Please ask staff for help with any telephone issues. Please be advised outgoing calls from SHH may be identified by Caller ID with a generic number: *662-1990 Portland, ME.*

The hospital front desk number is **(207) 761-2200 or toll free (888) 524-0080.**

SUGGESTED VISITING HOURS

Visitors are welcome and can offer a lot of support to you. We will make every effort to respect your privacy at all times, including when you have visitors. At the same time we must maintain the safety of the unit. If you use your room for visiting, please keep the door ajar. Your visitors will be asked to sign in the lobby and to agree to respect patient confidentiality during and after their visit. To create a safer environment, visitors are expected to leave purses, coats etc. in wardrobes in the lobby (or in locked vehicles).

To minimize interruptions to unit treatment activities, suggested visiting hours are:

Monday - Friday 11 am – 1 pm and 5 pm - 7:30 pm

Weekends and Holidays 11 am - 7:30 pm

Please speak with a member of the treatment team if you need to make other arrangements for visiting.

Spring Harbor Hospital provides meals and snacks for patients, so we ask that you not bring in food. The cafeteria is also open to visitors during its hours of operation. A menu is available upon request from the cafeteria or a member of your treatment team.

PATIENT RIGHTS AND ADVOCACY COMPLAINTS

Spring Harbor Hospital upholds the rights of all patients, above all the right to be treated with respect and dignity. The rights of individuals in Maine who are receiving mental health treatment are protected by both state and federal law, as well as by other licensing and regulatory provisions. The Rights of Recipients of Mental Health Services contains the regulations, which protect your rights. There are copies of this booklet available in each patient care area, please ask your social worker for a copy if you would like one.

Our staff is committed to providing you with the highest quality care possible. If you have questions or concerns about your rights, your care or any safety concerns, **PLEASE discuss them with the charge nurse, attending physician, or other member of your treatment team as soon as they arise.** If these approaches do not lead to a satisfactory result, you may seek further help by calling the Patient Rights Liaison at (207) 761-2200.

You have a right to contact an advocate at any time, either your personal advocate or representative or one of the agencies listed below:

Disability Rights Maine (DRM)

Available during business hours (8-5) Monday through Friday – other times leave a voicemail message. Phone and TTY: (207) 626-2774 or 1-800-452-1948

National Alliance on Mental Illness (NAMI-Maine)

This organization provides support to patients and their families; they can be reached at 1-800-464-5767.

Additional information is available on your rights and the following resources:

- **Unit Schedule**
- **Resources in the Greater Portland area**
- **Cafeteria Guidelines & Nutritional Information about Food**
- **Rights of Recipients of Mental Health Services**
- **Bates Settlement Agreement**
- **Adult Mental Health Services Consent Decree Plan**
- **Involuntary Hospitalization Brochure**