

Information for Families

VISITING

When you come to Spring Harbor Hospital (SHH) to visit, you will need to check in at the Front Desk. You will be asked to leave your personal belongings (coat, keys, purses, etc.) in a locked cabinet in the lobby area. This process helps ensure a safe environment for all of our patients. You will need to check in with the unit staff if you are bringing belongings for a patient. Certain clothing, food or personal items may not be allowed due to safety concerns. Please check with the nursing staff before your visit. Staff will search all of the items you are bringing and will let you and the patient know what the patient can and cannot have on the unit.

Adult unit suggested visiting hours (2 East, 2 West & 1 West):

Monday – Friday: 11:00 p.m. - 1:00 p.m. and 5:00 p.m. - 7:30 p.m.

Weekends & Major Holidays: 11:00 a.m. - 7:30 p.m.

Phone calls

The toll-free number for Spring Harbor Hospital is 1-888-524-0080.

The nursing station phone numbers on the units (if you want to speak to a staff member):

2 East: (207) 661-6289	2 West: (207) 661-6281	1 West: (207) 661-6390
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The phone number to speak directly with a patient on our adult units:

2 East: (207) 661-6159 or (207) 661-6161	2 West: (207) 661-6062 or (207) 661-6179	1 West: (207) 661-6377
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SAFETY

Safety is in the forefront of all of our decision making. We are frequently monitoring our patients to ensure they are safe and their needs are met. 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 the patient's treatment team to discuss your concerns by calling one of the phone numbers above.

CONFIDENTIALITY

Confidentiality is an important issue and is always a priority with our professional staff. Information about the patient CANNOT be given out to anyone, including family members, without a Release of Information. Even with a release, only pertinent information will be shared.

Family members can always share information about patients with the treatment team even if the patient has not signed, or refuses to sign, a release. Any information shared by family members with the staff may also be shared with the patient.

What is a Release of Information?

It is a legal document that a patient is asked to sign which would give the hospital staff permission to talk to providers, family members or other people involved in the patient's life. Without a Release of Information signed by the patient or guardian the hospital cannot share any information about their presence in the hospital or any aspects of their care. If your family member is reluctant to sign a release, please talk to the hospital staff who may be able to assist in discussing the importance of your involvement in the patient's treatment.

TREATMENT

Treatment Teams

The treatment team is made up of professionals who are working together to provide services to the patient. The patient is the central part of the treatment team. Members of the treatment team include (but are not limited to) the patient, psychiatrist, nurse, psychiatric technician (psych tech), social worker, dietician, and primary care provider. If you have any questions or concerns call the unit nursing station and ask to speak to a member of the treatment team.

Medications

The need for medications is carefully assessed at the time of admission and throughout hospitalization. Medications may or may not be determined to be useful for individual patients. If you have any questions about a patient's medications you can ask a member of the treatment team.

Groups

Daily groups are offered to teach patients how to make healthy changes in their lives and manage stress in positive ways. Patients are encouraged to attend groups based on their clinical condition and ability to participate.

Length of Hospital Stay

The length of stay is determined by an individual patient's symptoms and response to treatment. On the adult units, the length of stay is approximately one week. Discharge planning begins on the day of admission and continues throughout the patient's stay. As a family member you are encouraged to communicate with the treatment team about discharge planning. Our goal is stabilization of the patient in preparation for returning to the community and to outpatient providers.

Code Gray

SHH staff works to ensure a safe environment for all but there are occasions when a behavioral crisis develops with a patient on one of the units. Our response to this is to call a Code Gray. Staff trained in behavioral de-escalation techniques will respond.

RIGHTS

Respecting and honoring patients' rights is part of the hospital's core values. If you have concerns regarding the rights of a patient you can discuss them with the nurse manager, attending physician, or other member of the patient's treatment team. If you would like additional information regarding patients' rights you can request a copy of the brochure, "Your Rights as a Patient."

SMOKING

Our building and property are smoke free including our parking lots and any vehicles on-site. We provide support and resources for patients who are smokers. If you are aware of a patient having difficulty with nicotine withdrawal, please let a staff member know. We thank you for supporting our smoke-free environment.

For more information please contact the nursing station (numbers listed on the front page) and ask to speak to the assigned nurse.