



# PATIENT HANDBOOK

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## **WELCOME**

We, the staff of Access Hospital Dayton (AHD) welcome you to our program! We hope to provide you with the tools you will need to cope with your mental illness and/or substance issue challenges and provide you with “real world” strategies for recovery.

We are licensed by the Ohio Department of Mental Health and Addiction Services (OMHAS) to provide a variety of inpatient, residential and outpatient treatment services for mental illness and substance abuse challenges. We are also accredited by The Joint Commission -- the gold standard for healthcare!

Our goal is to provide you with a short-term acute inpatient care and then support you with long-term solutions in one of our on-campus outpatient clinics. Our treatments programs have been developed using evidence based practice and include the most tested, reliable modalities available, as well as innovative cutting-edge interventions. We offer many different kinds of programs, including educational and support programs that are available for your families and friends. All of these programs seek to foster self-respect and the sense of accomplishment that comes with making progress towards recovery from illness of any type.

AHD was founded on the belief that you and your loved ones deserve to be treated with dignity and respect. You can be an active participant in your own treatment and an agent of your own recovery. You deserve to be afforded both the best standards of treatment of the day and the most innovative new treatments. You should be given the opportunity to do all of this without the fear of seclusion and restraint in a calm and dignified setting that, in itself, fosters the process of recovery.

Our staff strives always to improve the care that we provide. As you get to know us more, you may have observations that will help us toward that goal. If so, please do not hesitate to share these ideas with us.

We pledge to provide you with the best treatment and care!

Best wishes!

The Access Hospital Dayton Team



## YOUR TREATMENT TEAM

In order for you to have a better quality of life after discharge, we want you to get as much as you can from your treatment. We are here to guide your stay. You are the most important person on the team, and we believe that your work in groups and with the team will greatly improve your treatment results.

<p><b>ACTIVITY THERAPIST</b></p> <ul style="list-style-type: none"> <li>Plans individual and group activities (e.g., therapeutic art, music and leisure activities).</li> </ul>	<p><b>PRIMARY CARE PHYSICIAN</b></p> <ul style="list-style-type: none"> <li>Performs initial medical assessment and other treatment (as needed).</li> </ul>
<p><b>CHAPLAIN</b></p> <ul style="list-style-type: none"> <li>Offers spiritual support to you in a group or one-to-one</li> <li>Helps you explore your own religious beliefs</li> <li>Meets your individual spiritual needs as you see them</li> <li>Provides related reading and devotional material</li> </ul>	<p><b>PSYCHIATRIST</b></p> <ul style="list-style-type: none"> <li>Leads the treatment team and guides your medical care</li> <li>Orders medical care</li> <li>Will assess your mental illness</li> <li>Helps you and the treatment team plan for your discharge</li> </ul>
<p><b>DIETITIAN</b></p> <ul style="list-style-type: none"> <li>Assess your nutritional needs</li> <li>Works with you to create healthy meals you enjoy</li> <li>Provides individual education on healthy eating and special diets</li> </ul>	<p><b>PSYCHOLOGIST</b></p> <ul style="list-style-type: none"> <li>Performs psychological evaluations (as needed)</li> </ul>



<p><b>PATIENT CARE ASSISTANT</b></p> <ul style="list-style-type: none"> <li>• Supports you</li> <li>• Helps you with your daily care and helps you feel comfortable</li> <li>• Facilitates group activities</li> <li>• Talks one-to-one with you about your concerns</li> <li>• Performs safety checks</li> </ul>	<p><b>SOCIAL WORKER/COUNSELOR</b></p> <ul style="list-style-type: none"> <li>• Works with patient and family on discharge planning</li> <li>• Works with patient and family on housing issues</li> <li>• Works with the treatment team</li> <li>• Provides community resources in Montgomery County and surrounding areas</li> <li>• Facilitates groups</li> <li>• Facilitates family involvement</li> </ul>
<p><b>NURSE</b></p> <ul style="list-style-type: none"> <li>• Performs treatments that your doctor orders</li> <li>• Teaches you about medications and treatments</li> <li>• Facilitates group activities</li> <li>• Does safety checks</li> <li>• Talks one-on-one with you (you will have a nurse assigned to you)</li> </ul>	<p><b>PHYSICAL/OCCUPATIONAL THERAPIST</b></p> <ul style="list-style-type: none"> <li>• Provides physical and occupational therapy that address activities of daily living (as needed)</li> </ul>

## YOU!

Your full cooperation and active participation in your treatment, along with our efforts, are critical to your success in achieving the best outcomes. You are the most important member of your treatment team! While you are in treatment you will be expected to:

- Follow all facility and treatment rules
- Attend all assigned classes, groups and activities
- Take all prescribed medications and inform staff immediately if there is a problem with your medication
- Make every effort to learn more about yourself, your mental and/or behavioral health challenges, how to manage, and treat them effectively
- Fully participate in making a plan for your treatment recovery
- Respect the rights of others



## TREATMENT TOOLS

Based on your needs, your treatment team will select and use an array of treatment tools to help you, such as:

Treatment Tool	Description
Medications	Treatment of symptoms using medications
Education	Classes will focus on the effective use of medications, health problems, daily life problems and personal growth
Individual Therapy	Individualized psychotherapy sessions focus on resolution of personal and interpersonal problems
Group Therapy	Psychotherapy groups focus on resolution of personal and interpersonal problems
Therapeutic Activities	Focus on life skills and effective use of your free time

Note: Access Hospital Dayton does **not** perform any surgeries or conduct ECT.

## DISCHARGE PROCESS

Discharge planning begins upon admission. Your Treatment Team will again review with you your final aftercare plan on the day of discharge. The patient discharge time varies.

A patient satisfaction survey will be given to you upon discharge. We request that you please take the time to complete and return this survey. Your opinions are valued and critical in helping our Quality Improvement Program continually improve upon the services, treatment and care Access Hospital Dayton provides.

## CONFIDENTIALITY

Your presence here is confidential. It is only with your written consent that your presence here or any information may be revealed to anyone. Information that you give to staff will be shared with the treatment team in order to assist in achieving your therapeutic goals.



Cell phones are not allowed on the unit, however you can use the unit's patient phone. Incoming calls cannot be taken during assigned group times, however, you may call family and friends during periods of free time and evenings.

Please note that family and friends to whom you provide your confidentiality code will be able to visit with you in the leisure/activity room as to protect the privacy of others.

## **HIPAA**

Access Hospital Dayton is a HIPAA compliant facility and follows federal and state regulations regarding confidentiality and the release of patient information, which may include the following: psychiatric diagnosis, drug and alcohol abuse, and HIV/HBV status. You are encouraged to speak with any member of your treatment team about any questions/concerns you may have regarding your medical records.

## **FIRE SAFETY INFORMATION**

If a fire alarm sounds:

- Go the unit's patient dining room
- Once all patients are accounted for, staff will escort you to the designated meeting point
- A head count will be taken and staff will escort patients to the designated area.
- Dayton Fire Department will instruct the status of the fire alarm. All patients are to stay in designated area until the all clear is given.

## **RESTRAINT AND SECLUSION POLICY**

At Access Hospital Dayton, our policy is not to use seclusion or restraint. All staff members have been trained to work with patients to de-escalate potential crisis situations. Rather than seclusion or restraint it is our goal to offer alternatives and promote positive coping skills with each patient we serve. Seclusion is prohibited and restraint is limited to severe situations that would warrant immediate guarantee of safety to self or others and only after all other alternatives have been tried and failed.

## **MAINTAINING A SAFE AND THERAPEUTIC ENVIRONMENT**



In order to maintain the safety of all patients, a search of personal items and body search are performed upon an admission and may be repeated during hospitalization as needed for security purposes. Room searches may also be performed when indicated. Patients may be present during a search of their hospital room.

## **FINANCIAL RESPONSIBILITY**

Upon admission it is the patient's responsibility to provide accurate insurance information. Payment for applicable insurance deductibles or co-payments must be made at the time of admission. If at any time the insurance company denies coverage and the patient remains hospitalized, a request will be made for the patient and/or financially responsible party to sign an agreement to pay for services rendered.

Self-pay patients are required to make a deposit covering the initial five days of hospitalization. The unused portion of the deposit will be reimbursed after discharge from the hospital.

## **DAILY ACTIVITY SCHEDULE**

Activities are an essential part of your treatment and you are expected to participate as outlined in your individualized treatment plan. The daily activities schedule is posted on the unit's bulletin board. Activities are scheduled 7 days a week.

### **Observation**

Access Hospital Dayton has three levels of observation, constant observation or 15 minute checks, as described below:

#### **Level I - 1:1, constant observation, on precautions**

- Criteria to advance - No threats or attempts to harm self or others. A physician's order is needed to change this level
- **Level II – Every-5 minute observation, on precautions**
  - Criteria to advance – No threats or attempts to harm self or others. A physician's order is needed to change this level.
- **Level III – Every-15 minute observation, on precautions**



## **MEDICATIONS**

Medication times are the following for Unit 52: 9:00 AM, 3:00 PM, 5:00 PM and 9:00 PM, unless otherwise ordered by your physician. Unit 53: 9:00 AM, 3:00 PM, 5:00 PM, and 9:00 PM. Medications prescribed as “PRN” (meaning “take as needed”) are given upon patient request.

## **USE OF UNAUTHORIZED SUBSTANCES**

If the staff suspect use of illegal substances, your psychiatrist will be notified, your belongings may be searched and laboratory tests may be ordered. You have the right to be present during any search deemed necessary by the staff.

## **YOUR PERSONAL POSSESSIONS**

We understand that having access to your personal items is important. However, some items may be unsafe for either yourself or other patients. Staff will work with you upon admission to determine which items can be kept in your room and which must be checked out or require some level of monitoring during use.

## **GROOMING**

Please use showers during non-treatment times. Assistance with grooming is provided by staff according to patient needs.

## **SMOKING**

There is no smoking permitted inside any Access Hospital Dayton building. However, patients may smoke in designated outdoor patios during designated break times. Alternatives to smoking will be offered for patients who smoke who cannot obtain cigarettes from family or their payer source. **Cigarettes will not be provided by the hospital or any staff member.** You must supply your own cigarettes or a family member may bring them for you. Note: all cigarettes must



be kept in the nursing station and given out at designated smoke times. There are no variances to the smoke times, if you miss the scheduled smoking break, you will need to wait until the next scheduled time. Staff are not permitted to allow smoking at any other time than the posted smoking times.

## **MEALS**

Your food preferences will be assessed upon admission. We will work with you to create healthy meals you enjoy! Meals are served three times a day: \*Times are subject to change.

### **Unit 52**

- Breakfast: 8:30 AM
- Lunch: 12:30 PM
- Snack: 2:30 PM
- Dinner: 5:30 PM
- Snack: 8:00 PM

### **Unit 53**

- Breakfast: 8:45 AM
- Lunch: 12:45 PM
- Snack: 2:45 PM
- Dinner: 5:45 PM
- Snack: 8:15 PM

Special diets will be served with an order from your doctor. Snacks will be provided in between meals and upon request. All food must be eaten at tables in the dining room. There is no outside food or snacks permitted to be brought into the facility.

## **RELIGIOUS SERVICES**

Religious representatives can visit at a patient's request on the unit. Contact staff if assistance is needed in arranging to be seen by a religious representative.

## **CLOTHING**

We want you to dress in a way that makes you feel good about yourself and your recovery. However, you may be asked to change clothing deemed inappropriate or unsafe, by staff, either for yourself or other patients. Please neither note that shoelaces are not permitted, nor clothing with drawstrings, belts or neckties.

The staff will assist with your laundry in the unit's washer and dryer. We recommend that you label your clothing with a permanent ink pen. Three changes of clothing are suggested.



## **BEDTIME**

We recommend that you go to bed by 10:00 PM nightly so that you will be well rested and able to participate in the therapeutic program. Lights and TV are turned off at that time. Friday and Saturday nights, lights out take place at 11:00pm.

## **ROOM RESPONSIBILITY**

You are encouraged to assist in keeping your room clean and tidy. Fresh linens are available from staff members.

## **VISITING HOURS**

You may receive visitors daily from 6:00-8:00 PM, and additional hours on the weekend 1:00pm-3:00 pm and 6:00pm-7:00pm or by appointment. Visits usually take place in the activity room. Visits are limited to two hours per visitor. The maximum number of visitors for any one patient has a limit of two; however arrangements can be made if there are special circumstances. The Charge Nurse will make the determination on how to accommodate added visitors. Children are more than welcome to visit with the advance approval of the Charge Nurse, as so arrangements can be made. Please note that nursing staff will routinely inspect all articles or packages brought in by visitors, and their personal belongings will need to be left in their car, including cell phones. Please note, some patients may not have visitors until after the first 72 hours of admission. Your treatment team will notify you when this rule applies to you.

## **FRIEND AND FAMILY INVOLVEMENT**

Our priority is to offer the best possible treatment and services to our patients. During your stay at Access Hospital Dayton, family members/significant others may be asked to participate in treatment. In accordance with state and federal HIPPA guidelines, if permission has not been granted by the patient, staff cannot contact family members and/or significant others. The level and degree of participation by family in treatment varies from patient to patient. If you have any questions or concerns about this or any aspect of your care, please speak with a member of your treatment team or the patient advocate. Each patient, along with the treatment team, decides who may call, visit, come and participate in treatment.



## **UNIT ACCESS**

The doors on each patient care unit are always locked. This is a safety and confidentiality precaution.

## **COMMUNICATION**

You may communicate with individuals outside of the facility during non-scheduled groups and activities. You can use one of the unit's patient phones to make or receive calls. Personal cell phones and computers are not allowed. You may be assisted to retrieve your personal contact numbers from your cell phone by a staff member to use while your phone is stored until discharge. Letter writing materials are available under the supervision of staff.

## **TELEVISION**

The TV is turned off prior to the first scheduled activity of the day and may be turned back on during lunchtime and dinnertime and after the completion of the last scheduled activity.

## **SPECIAL CIRCUMSTANCES**

If you have a question or concern regarding the guidelines in the handbook, please discuss this with your nurse, treatment team or patient advocate.

## **YOU ARE GUARANTEED CERTAIN BASIC RIGHTS BY LAW**

We want you to know and understand your rights as guaranteed by law. In fact, you have the right to be fully informed of all of your rights! This document lists many of these rights to which you are entitled. Unless the court has limited your rights, you don't lose them just because you are hospitalized. You retain all your civil rights not specifically denied in the Ohio Revised Code (Section 5122.301). You have the right to have the hospital address ethical issues in providing your care. For more information on these or other rights, advise your RN you would like to contact the patient advocate, Jessica Horton. She is available by phone 9:00am-4:00pm daily, or you can write your 'Patient Report of Concern' at any time, which will be faxed to her and she will respond to you within 72 hours. You may also contact Ohio Disability Rights at: 1-800-282-9181, anytime during your stay at our hospital.



## **THE RIGHT TO TREATMENT**

This includes, but is not limited to, the right to:

1. A humane psychological and physical environment;
2. The least restrictive environment appropriate to your needs;
3. A current, written, individualized treatment plan;
4. Participate in developing your treatment plan;
5. Freedom from restraint or isolation;
6. Freedom from unnecessary or excessive medication;
7. Participate in discussions and decision-making about medication and treatment;
8. Current information concerning your condition, treatment and progress;
9. If surgery or other major medical treatment is recommended, you have additional rights that will be explained to you at the time;
10. No compulsory medical, psychological or psychiatric treatment applied to you without specific court authorization if you are being treated by spiritual means through prayer alone, in accordance with a recognized method of healing, unless there is substantial risk of physical harm to yourself or others;
11. Give or deny written consent to the use and disposition of visual techniques, such as one-way vision mirrors, tape recorders, television, movies or photographs;
12. Refuse to participate in any research project without being denied access to services;
13. Be informed of the reasons for your admission to a hospital and to be involved in planning for your discharge, unless limited by court involvement;
14. Have your need for hospitalization or commitment be reviewed at least every 30 days by your hospital treatment team;
15. Be free from physical and verbal abuse and neglect;
16. Not to be discriminated against because of race, handicap, sex, age, ancestry, lifestyle or national origin;
17. Receive adequate medical treatment for physical disease or injury;
18. Have reasonable accommodation made for you if you are deaf or hard of hearing so that you have an equal opportunity to participate in and benefit from services. You can also feel free to talk with any clinical staff about what additional services may be available that you may choose to participate in. If you are unable to read or if you speak a language other than standard English as a primary means of communication, or have a limitation on your ability to communicate



effectively, such as deafness or hearing impairment, the list of rights shall be explained to you by providing interpreters, readers, and/or appropriate communication devices or other assistance;

19. Have information regarding services and your rights presented to you in a way that you are able to understand.

Source: Ohio Revised Code Chapter 5122, including sections 5122.27, 5122.271, 5122.01(V), 5122.05

### **THE RIGHT TO COMMUNICATE**

This right includes, but is not limited to the right to:

1. Communicate freely and be visited at reasonable times by your lawyer and by the staff of the Ohio Disability Rights Service (1-800-282-9181);
2. Have the opportunity to consult with independent specialists;
3. A clear and effective means of communication between you and the treatment staff. If you are unable to read, or speak a language other than English as a primary means of communication, or if you have a limitation on your ability to communicate effectively, such as deafness or hearing impairment, the staff shall communicate with you by providing interpreters, readers and/or appropriate communication devices or other assistance;
4. Receive visitors at reasonable times;
5. Have reasonable access to telephones, to make and receive confidential calls, including a reasonable number of free calls if unable to pay for them, and assistance in calling if you request it;
6. Social interaction;
7. Have letter-writing materials and stamps, including a reasonable without cost if you are unable to pay for them, and to mail and receive unopened correspondence and receive assistance with writing, if you request it.

Your rights in paragraphs 4, 5 and 6 above can be restricted or withheld by your treatment team for “clear treatment reasons” means your treatment team believes that allowing you to freely communicate with others will result in a “substantial risk of physical harm” to you or to others, or will “substantially preclude” your effective treatment. The restriction must be in writing in your treatment plan, including the treatment that is being provided to you to eliminate the restriction or the withholding of the right at the earliest possible time.

Source: Ohio Revised Code Section 5122.29



## **OTHER IMPORTANT PATIENT RIGHTS**

You have the right to:

1. Be treated with respect at all times;
  2. Reasonable protection from assault or battery by any other person;
  3. Reasonable privacy, including periods and places of privacy;
  4. Refuse medical testing, unless there is an emergency or a court order;
  5. Refuse blood or urine drug testing, unless there is a medical emergency or a court order;
  6. Confidentiality in accordance with state and federal law;
  7. Free exercise of religious worship;
  8. Refuse to perform labor which involves the operation, support or maintenance of the hospital. (You are, however, expected to perform therapeutic tasks if they are part of your treatment plan. You are also expected to perform tasks of a personal housekeeping nature.)
  9. File a grievance and have it resolved promptly;
  10. Vote and register to vote;
  11. Request your discharge in writing, if you are a voluntary patient. If you do this, within three court days, the hospital must discharge you or file an affidavit with the probate court to request a court hearing to determine whether you meet the definition of “mentally ill to hospitalization by court order.” If the court finds that you meet this definition, you can be hospitalized by probate court order for you upto ninety (90) days, or until your treating psychiatrist believes you no longer meet this definition and orders your discharge, whichever comes first.

Source: ORC Sections 5122.01 (B), 5122.03, 5122.15, 5122.28, 5122.29, 5122.301, 5122.31

## **THE RIGHT TO PERSONAL PRIVILEGES**

You have the right to personal privileges, consistent with health and safety factors. These include, but are not limited to, the right to:

1. Wear your own clothing and maintain your own personal effects;
2. Be provided neat, clean and seasonable clothing if unable to provide your own;
3. Maintain your personal appearance according to individual taste;
4. Keep and use personal possessions, including toilet



Articles deemed safe to be in the personal area.

5. Have individual locked storage space for your private use;
6. Keep and spend a reasonable sum of money for expenses and small purchases;
7. Read and possess reading materials without censorship,  
Limited only by the clear and present danger to the safety self or of others.

Source: Ohio Revised Code Section 5122.29 (F)

### **YOUR RIGHTS AS A VOLUNTARY PATIENT**

If you are 18 years or older, you may enter a hospital voluntarily for the purpose of diagnosis, observation or treatment by signing a “voluntary paper.” You are then considered a voluntary patient. If you wish to leave the hospital prior to discharge by your physician, you must submit in writing a request for discharge. This written request is called a “three day paper/request for termination of voluntary status.”

The hospital may detain you for up to three business days after you submit the request to leave and during this time your physician will evaluate you to determine if you can safely be discharged from hospital care. If your physician determines that continued hospital care is required, the hospital may apply to

probate court for an application for involuntary commitment of persons with psychiatric disability. You may have to wait for a total of 15 days while the court prepares for the hearing. If you wish to avoid the commitment hearing you can sign a “voluntary paper” at any time before the hearing date. This will halt the commitment proceedings. If the hospital does not apply for a hearing, Access Hospital Dayton must release you within three business days of signing your request for termination of voluntary status.

### **RIGHT TO REFUSE MEDICATION**

If your psychiatrist recommends medication as part of your treatment regimen, he/she must first ask your permission. Your treatment team will provide you with the following information so that you may make an informed decision:

- The reason for the medication;
- The nature of the medication;
- The advantages and disadvantages of the medication;
- Any alternative medications that may be appropriate;
- The risks of taking or not taking the medication.



If you should disagree with the psychiatrist, he/she can either:

- Accept your decision;
- Further discuss your concerns, in an effort to help you better understand his/her treatment recommendation;
- Decide that without the medication your symptoms put you and/or others in “direct threat of harm”;
- Find you unable to make the decision.

If the treatment team at Access Hospital Dayton decided that you are unable to give or make a knowledgeable decision about medication, or that without the medication you are at harm to yourself or others, the hospital can file an application with the probate court for an order authorizing continued psychiatric hospitalization for non-consenting patients with psychiatric disabilities.

An application may also be filed for authority to allow psychiatric medication treatment for patients with psychiatric disabilities and to authorize administration of such medications. This does not include emergency medications, which can be given by a physician for a short period of time. Under such circumstances, medication is administered only to address the emergency and can be given without your permission. If you disagree with the use of emergency medications, you may talk to your psychiatrist and treatment team.

## **INVOLUNTARY DETENTION AND “PINK SLIPS”**

If you represent a substantial risk of physical harm to yourself or others, you can be involuntarily detained for the purpose of mental health evaluation. This can be done with a form called a “pink slip.” If this happens, you have the right to:

1. Be taken into custody in the least conspicuous way possible;
2. Know the name and agency of the person taking you into custody;
3. Be told the name of the mental health facility where you will be taken for evaluation;
4. Be taken to a mental health organization or a psychiatric hospital within 24 hours of being involuntarily detained; and
5. Receive a copy of your “pink slip” if you ask for it.

Even if the police or sheriff are involved, this is not an arrest. It is not criminal, and it does not mean anyone has done anything wrong.



If you are involuntarily detained or otherwise in custody for mental health evaluation, you have the right to immediately be informed and receive a written statement of the following rights:

1. To immediately make a reasonable number of telephone calls or use other ways to contact an attorney, physician or psychologist;
2. To contact other people for help to get an attorney or medical or psychological assistance;
3. To receive assistance to make phone calls if needed and requested.

Source: Ohio Revised Code Sections 5122.05 (C) and 5122.10

### **EMERGENCY HOSPITALIZATION**

If you have been brought to a psychiatric hospital or community mental health agency for a mental health evaluation, the evaluation must be completed within 24 hours of your arrival.

If at the end of the evaluation the chief clinical officer of the hospital or agency believes that you do NOT meet the definition of “mentally ill subject to hospitalization by court order” in ORC 5122.01 (B), you have the right to be immediately released or discharged.

If the chief clinical officer of the hospital or agency believes you DO meet this definition, the hospital or agency may involuntarily detain you for up to three court days (i.e., days the court is open for business) following the day of the evaluation. By the end of the third court day following the day of the evaluation, the hospital or agency must do one of the following: discharge you, allow you to sign an application for voluntary admission, or file an affidavit with the probate court to request a civil commitment hearing (also called a “probate court” hearing). This type of court hearing is limited to the question of whether you meet the criteria to be hospitalized by probate court order, as defined in ORC 5122.01 (B). It is not a criminal court hearing and it does not mean that anyone has done anything wrong.

1. You have the right to know the circumstances and the reasons under which you were taken into custody and transported to the hospital;
2. You have the right to be taken into custody in the least conspicuous manner possible and to be informed of the name, professional designation and agency affiliation of the person taking you into custody; that this is not a criminal arrest; and where you are being taken and why.

Source: Ohio Revised Code Sections 5122.01 (B), 5122.10

### **IF AN AFFIDAVIT HAS BEEN FILED IN PROBATE COURT**

If an affidavit has been filed in the Probate Court, you have the right to:



1. Be informed of the hearing process;
2. Have a hearing to review your commitment, at the latest 10 days after the filing of the affidavit unless waived by you or your attorney;
3. Attend the hearing;
4. Hire an attorney or, if indigent, to have a court-appointed attorney;
5. Have an independent expert evaluation of your mental condition, and if indigent, the right to such evaluation at public expense.

Source: Ohio Revised Code Section 5122.15, 5122.05 (C)

## **IF YOU ARE HOSPITALIZED BY PROBATE COURT ORDER**

You have the right to:

1. A mandatory hearing after the expiration of the first 90-day period that you were involuntarily committed; and every two years thereafter;
2. Request a full hearing every 180 days, after the expiration of the first 90-day period that you were involuntarily committed;
3. Attend all hearings;
4. Hire an attorney or, if indigent, to have a court-appointed attorney;
5. Request from the Court and independent expert evaluation of your mental condition and, if indigent, the right to such evaluation at public expense;
6. Apply for voluntary admission to the hospital and, if your application is accepted, the right to request discharge from the hospital by writing a letter or completing the request for discharge form. At that time, the hospital would have three court days in which to decide whether to seek involuntary commitment for you or to discharge you.

Source: Ohio Revised Code Sections 5122.05, 5122.15

## **HOW TO FILE A GRIEVANCE**

If you, your spouse, guardian, parent, adult children, next-of-kin and/or significant other, think your rights have been violated, you should report this to the patient advocate, Jessica Horton, at 937-256-7801.

You also have a right to grieve, at any point during the grievance process, with any of the following agencies:

**Note:** The below list is NOT exhaustive. There are several agencies and accrediting bodies concerned with the protection of your rights. The patient advocate can provide you with a more detailed list of resources upon request.



<p><b>Ohio Department of Mental Health and Addiction Services (OhioMAS)</b>  <b>The James A. Rhodes State Office Tower</b>          30 East Broad Street, 8th Floor          Columbus, Ohio 43215-3430          Phone: # 1-877-275-6364          Web: <a href="https://mha.ohio.gov/">https://mha.ohio.gov/</a></p>	<p><b>The Joint Commission</b>          1 Renaissance Boulevard          Oakbrook Terrace, Illinois 60181          Phone: 800-994-6610          Web: <a href="https://www.jointcommission.org/">https://www.jointcommission.org/</a></p>
<p><b>Disability Rights Ohio</b>          200 Civic Center Drive, Suite 300          Columbus, OH 43215          Phone: 614-466-7264 or 800-282-9181          TTY: 1-800-858-3542          Web: <a href="http://www.disabilityrightsohio.org/">http://www.disabilityrightsohio.org/</a></p>	<p><b>Ohio Department of Job &amp; Family Services</b>          30 E. Broad St., 32<sup>nd</sup> Floor          Columbus, Ohio 43215          Phone: 614-466-6282          TTY: 614-752-3951          Web: <a href="http://www.state.oh.us/odjfs">http://www.state.oh.us/odjfs</a></p>
<p><b>NAMI OHIO</b>          747 East Broad Street          Columbus, Ohio 43205          Phone: 614-224-2700 or 800-686-2646          Fax: 614-224-5400          Web: <a href="http://www.namiohio.org/">http://www.namiohio.org/</a></p>	<p><b>Attorney General's Office Health Care Fraud Unit</b>          150 East Gay Street, 17th Floor          Columbus, Ohio 43215-9987          Phone: 614-466-0722          TTY: 614-466-1393          Fax: 614-644-9973          Web: <a href="http://www.ag.state.oh.us">http://www.ag.state.oh.us</a></p>
<p><b>Ohio Department of Health</b>          246 N. High Street, 2<sup>nd</sup> Floor          Columbus, Ohio 43216          Phone: 1-800-342-0553          TTY: 614-752-6490          Web: <a href="https://odh.ohio.gov/wps/portal/gov/odh/home">https://odh.ohio.gov/wps/portal/gov/odh/home</a></p>	<p><b>Counselor, Social Workers, &amp; Marriage &amp; Family Therapist Board</b>          77 S. High Street, 16<sup>th</sup> Floor          Columbus, Ohio 43215-6108          Phone: 614-466-0912          TTY: 614-466-1393          Web: <a href="https://cswmft.ohio.gov/">https://cswmft.ohio.gov/</a></p>
<p><b>State Board of Nursing</b>          17 S. High St., Suite 400          Columbus, Ohio 43215-3413          Phone: 614-466-3947          Fax: 614-466-0388          Web: <a href="http://nursing.ohio.gov">http://nursing.ohio.gov</a></p>	<p><b>State Board of Psychology</b>          77 S. High St., 18<sup>th</sup> Floor          Columbus, Ohio 43215-6108          Phone: 614-466-8808          Fax: 614-728-7081          Web: <a href="http://www.state.oh.us/phy/">http://www.state.oh.us/phy/</a></p>
<p><b>State Medical Board</b>          77 S. High St., 17<sup>th</sup> Floor          Columbus, Ohio 43215-6127          Phone: 1-800-554-7717          Fax: 614-728-5946          Web: <a href="http://www.state.oh.us/med">http://www.state.oh.us/med</a></p>	



## QUESTIONS OR CONCERNS

If you have a question or concern regarding the guidelines in the handbook, please discuss this with your treatment team or patient advocate.

This notice is posted in accordance with Joint Commission requirements and may not be removed. (Revised 02/1/2020.)

Access Hospital Dayton strives to provide safe, high quality services to each and every client. If you have any concerns regarding the quality of care provided, safety of care provided, or safety of the environment in which care is provided, please report them immediately to hospital management at [complaint@accesshospital.net](mailto:complaint@accesshospital.net) or by contacting the hospital's Patient Advocates, Jessica Horton and Angela Nickell, at:

- Phone: 937-256-7801 (or 614-531-1758 after hours)
- Email: [advocate@accesshospital.net](mailto:advocate@accesshospital.net)
- Fax: 937-256-7811
- Mail: 2611 Wayne Avenue, Dayton, OH 45420

Access Hospital Dayton has achieved both behavioral health and hospital accreditation from The Joint Commission. Because these accreditations reflect the hospital's commitment to meeting nationwide performance standards, you – as a client, family member, community representative, contractor, or employee of the agency – have the right to report any concerns about program safety or quality of care directly to The Joint Commission without fear of retribution of any type (including service denial, disciplinary action, or other punitive action).

You can contact The Joint Commission by the following means:

- Fax: (630) 792-5636
- Mail: Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181
- Online: [http://www.jointcommission.org/report\\_a\\_complaint.aspx](http://www.jointcommission.org/report_a_complaint.aspx)
- E-mail: [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org)

## PATIENT ADVOCACY WHAT'S A PATIENT ADVOCATE?

While all hospital staff is expected to advocate on behalf of patients, both Jessica Horton and Angela Nickell are the hospital's official patient advocates.

## HOW DO I REFER A PATIENT?



While Jessica is available in person during normal business hours, Angela is available during evenings, weekends, and holidays as needed for advocacy issues.

To refer to a patient, family member, or significant other, just call the front desk and ask for the patient advocate. Or, they can contact the patient advocate directly by:

- Phone: 937-256-7801 (or 614-531-1758 after hours)
- Email: [advocate@accesshospital.net](mailto:advocate@accesshospital.net)
- Fax: 937-256-7811
- Mail: 2611 Wayne Avenue, Dayton, OH 45420

## **WHEN SHOULD I MAKE A REFERRAL?**

You should refer a patient, family member, or significant other to a patient advocate if they:

- Ask for the patient advocate (or client rights officer).
- Have questions about their patient rights.
- Need assistance access in obtaining:
- Ohio Disability Rights services.
- Access to or services of outside agencies or resources.
- Have safety or quality of care concerns.
- Want to file a grievance or complaint.
- If you just aren't sure!

## **PHONE CONTINGENCY PLAN**

When our phone system fails, we are to implement our Phone Contingency Plan. The Plan goes as follows:

1. All emergency contacts for patients (which have signed releases of information in their medical chart) are to be notified ASAP and given the “plan b” phone number. This is the “Main Line.”

Main Line # (937) 901-7260

2. All patients will be notified ASAP that they can use the Unit Cell phones to make and receive calls and that they can give out the Unit Cell number as well as the Main Line cell number to their contacts.

Unit 52 # (937) 901-2077

Unit 53 # (937) 901-4172



3. Patient Codes must be given by contacts to those answering the phone for ALL calls and ALL visits. If they do not have the code, please advise them that we can write down a message with their contact information and give it to the patient “if the patient is here.” We never want to disclose ANY information if they do not have the Patient Code.
4. We will notify all Referral Sources that our phone lines are down and provide them with all 3 numbers (Main Line, Unit 52 and Unit 53) ASAP.
5. We have 7 emergency Land Lines in place through AT&T. Steps 1-4 will also occur with providing these numbers to referrals, physicians, approved family contacts and patients. The landlines numbers and locations are:
  - a. In-Patient Front Desk # 937-259-1141
  - b. Unit 52 # 937-259-1147
  - c. Unit 53 # 937-259-1145
  - d. Unit 55 (residential) # 937-259-1148
  - e. Unit 55 (admissions) # 937-259-1127
  - f. Outpatient # 937-259-1125
  - g. Unit 56 # 937-259-1129

## **VISITING HOURS ARE:**

**Monday- Friday: 6:00pm-8:00pm**

**Saturday & Sunday: 1:00pm-3:00pm and 6:00pm-7:00pm**

It is vital for the treatment of our patient’s that they follow their programming guide as much as possible in order to facilitate a successful recovery! We recognize that seeing visitors is an important part to their treatment as well and require very strict guidelines to ensure all our patients and staff are kept safe!

### **Please Note:**

- You will be notified when you are NOT permitted to have visitors for a minimum of 72 hours after admission.
- Some visitors must attend an orientation prior to being allowed to visit the patients (1 hour class provided every week).
- Visitors must bring proof of completed orientation each time they come for a visit.
- Cell phones and personal belongings are not permitted in the patient care areas and must be left in your car on in a locked locker provided inside the hospital.
- You will be asked to show proof your pockets are emptied to the staff member before traveling to the unit.



- Any belongings brought in for the patients must be inspected by staff prior to taking on the unit to ensure patient safety.
  - Cigarettes must be checked into the front desk in the main lobby.
  - Visiting for any reason is not permitted during therapeutic group time.
  - You must check in at the front desk in the main lobby and obtain a visitors pass to enter the units.
  - A staff member will accompany visitors on and off the units because the units are secured and require a key for entrance and exit.
  - Any visitor being disruptive will be asked to exit the unit for the safety and harmony of all patients and other visitors.
  - Restrooms for visitors are located in the front lobby. Unfortunately, patient restrooms are not permitted to be used by visitors.
  - No outside food or beverages are to be brought into the patients.
  - We apologize, but if you have been a patient at Access Hospital in the past year, we do not permit you to visit at this time.
  - Please be aware that patients are able to accept incoming phone calls or make outgoing calls when they are not required to be in group or other therapeutic activities.
  - Visitors must have the privacy code to visit and to be connected to the unit for phone calls.
  - If a visitor does not have patient code, reception must call back on unit for them to notify the patient that visitor(s) are here and to see if the patient will give permission and wants to willingly visit with that visitor.
  - If a visitor is an attorney, a police officer, a legal guardian, POA and/or members of the church of the patient, they must be permitted to visit with the patient at any time.
  - Visits are limited to two (2) visitors.
  - Children under 18 may visit with prior arrangements with the charge nurse or nurse supervisor. Please call in at least 24 hours ahead of time to make arrangements.
  - Visitation ends at the end of visitation hours unless approved by physician or charge nurse.
  - Visitation will not be denied outside visitation hours with doctor approval and patient approval as long as the visitor has the Patient Code.
  - Visiting is only permitted in designated common areas. No visiting is permitted in patient rooms.
- Please ensure that all of the rules are being followed to allow visitation to continue to help our patient's in their recovery!

## **YOUR PATIENT RIGHTS**

Under Ohio Administrative Code Sections 5122-14 and 5122.29, you have:

1. The right to be informed within 24 hours of admission of your rights and the right to request a written copy of these rights in language and terms you can understand.
2. The right to speak to a financial counselor.
3. The right to be treated in a safe environment with respect to personal dignity, autonomy, and privacy.
4. The right to receive humane services and participate in available services that are consistent with your treatment plan in the least restrictive setting.



5. The right to reasonable protection from physical or emotional abuse or harassment, assault or battery by any other person.
6. The right to actively participate in an individualized treatment plan that addresses your needs and specifies appropriate services.
7. The right to decline or consent to services.
8. The right to be free from restraint or seclusion unless there is a risk of physical harm to yourself or others.
9. The right to reasonable privacy and freedom from excessive visitors, guests, and nonhospital surveyors, contractors, construction crews and others.
10. The right to be advised of techniques such as one-way mirrors, tape recorders, television, movies, or photographs or other audio visual recording technology that do not include closed circuit cameras used in seclusion rooms or common areas.
11. The right to confidentiality unless a release of information is exchanged.
12. The right to have the grievance procedure explained orally and in writing; the right to grievance with assistance; and the right to have a grievance reviewed through the grievance process.
13. The right to receive services and participate in activities free of discrimination on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, and HIV status.
14. The right to exercise your rights without reprisal in any form.
15. The right to obtain an independent evaluation at your own expense.
16. The right to have your inpatient psychiatric provider not be your guardian or representative.
17. The right to have access to your own treatment records unless restricted for clear treatment reasons.
18. The right to be informed about service discontinuation and the right to have an explanation for denial of service.
19. The right not to be coerced to perform labor duties for the hospital.
20. The right to refuse medication when on voluntary admissions status or when you don't have a forced medication order.

Under Ohio Administrative Code Section 5122.29, all patients hospitalized or committed have the following rights unless restricted or withheld for clear treatment reasons:

1. The right to a written list of all rights for yourself, your legal guardian, and your counsel. If you are unable to read, the list shall be read and explained to you.
2. The right at all times to be treated with consideration and respect for your privacy and dignity, have your personal property safeguarded, and have reasonable protection from assault or battery by any other person.
3. The right to communicate freely with and be visited at reasonable times by your private counsel or personnel of Disability Rights Ohio and, unless prior court restriction has been obtained, to communicate freely with and be visited at reasonable times by your personal physician or psychologist.
4. The rights to communicate freely with others, receive visitors at reasonable times, and have reasonable access to telephones to make and receive confidential calls including a number of free



calls if you are unable to pay for them and assistance in calling if requested unless specifically restricted in your treatment plan for clear treatment reasons.

5. The right to have ready access to letter writing materials, including a reasonable number of stamps without cost if unable to pay for them, and to mail and receive unopened correspondence and assistance in writing if requested and needed.

6. The right to wear your own clothes and maintain your own personal effects; To be provided an adequate allowance for or allotment of neat, clean, and seasonable clothing if you are unable to provide your own; To maintain your personal appearance according to your own personal taste, including head and body hair; To keep and use personal possessions, including toilet articles; To have access to individual storage space for your private use; To keep and spend a reasonable sum of your own money for expenses and small purchases; To receive and possess reading materials without censorship, except when the materials create a clear and present danger to the safety of persons in the facility.

7. The right to reasonable privacy, including both periods of privacy and places of privacy.

8. The right to free exercise of religious worship within the facility, including a right to services and sacred texts that are within the reasonable capacity of the facility to supply, provided that no patient shall be coerced into engaging in any religious activities.

9. The right to social interaction with members of either sex, subject to adequate supervision, unless such social interaction is specifically withheld under your written treatment plan for clear treatment reasons.