



Welcome

To Seton Shoal Creek Adult Inpatient Unit



**Seton Shoal Creek
Hospital**

A member of the Seton Family of Hospitals

Patient Name



the
beginning

Seton Shoal Creek Adult Inpatient Unit Patient Manual

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Welcome

This handbook is intended as a resource for your stay on the Adult Unit at Seton Shoal Creek Hospital. It will help familiarize you with the unit routine on admission and serve as a reference during your stay.

Please read this handbook at the beginning of your hospitalization and then keep it in a handy place such as your night table for the remainder of your stay. In addition to this information handbook, our staff is here to help you with questions and issues as they arise. The Unit rules and program regulations as outlined in this handbook will be reviewed each weekday morning at Community Meeting.

At Seton Shoal Creek Hospital, we practice team-oriented patient care. Our treatment-team goal is to provide you with excellent health care with minimal disruption to you, your family, your work, or your daily routine. Your treatment-team consists of your doctor, nurses, clinical and social workers, psychiatric technicians and yourself. Above all, you are the most important member of the team. Please be aware that in order to provide maximum safety for all patients admitted to the Adult unit, the unit remains secured (locked) at all times. This is done for the primary purpose of both keeping patients safe and insuring that they feel safe at all times.



On Admission

During the admission process, in addition to completing admission paperwork and a brief physical assessment, nursing staff will orient you to the unit and the program. They will show you to your room and make sure that you have the personal care items that you need to feel comfortable.

They will also inspect your belongings to insure that no unsafe items are brought onto the unit.

You have the right to be present while your belongings are searched. All items of value including money, jewelry, credit cards and items of personal value should be taken home by family or friends or stored in the hospital safe located in the security office. Seton Shoal Creek Hospital does not assume financial responsibility for replacement of lost or stolen items during the course of your stay. You may chose to retain \$5.00 to 10.00 for the purchase of snacks or beverage items located in the hospital cafeteria.

In order to assess patient physical well-being you will be requested to change into a gown so that the nurse may complete a comprehensive visual assessment. At that time, your clothing items will be carefully checked by a Clinical Assistant to insure that any items deemed unsafe according to hospital policy are not brought onto the unit. If a prohibited item is found it may be secured for return to you at the time of discharge, or in the case of



Patient Satisfaction

Thank you for choosing Seton Shoal Creek Hospital for your behavioral health care and services. It is our mission to make a difference in people's lives through excellent patient care with respect and compassion for the dignity and diversity of life. We take pride in what we do and always strive to make improvements to better meet the needs of our patients and their families. We want to provide you with the best healthcare experience possible.

To accomplish our mission, we rely on feedback from you to let us know where we have met your expectations and where we need to improve. Before discharge from the hospital, you will be given a Patient Perception of Care to complete regarding how the hospital met your specific health care needs.

Thank you for caring enough to let us know how we are doing, and thank you again for choosing Seton Shoal Creek Hospital as your hospital of choice.

illegal substances, may be disposed of by licensed staff. Firearms may be turned over to the Austin Police Department

Close scrutiny of property or person is never intended to convey mistrust and neither is it intended to communicate suspicion of “wrong doing.” It is simply a standard of care that helps keep the Adult Unit a safe place for everyone. Please remember that even though a particular item might pose no threat to you it may be on our “prohibited items” list because it has already proven to be a dangerous item to someone else.

We encourage you to limit the amount of personal items that you bring in due to restricted storage facilities. A patient stay averages 3 to 7 days, so we therefore advise you to bring in no more than you might normally pack for an informal, long-weekend vacation. Should your stay prove longer, friends and relatives may bring you additional items.



We Respect Your Privacy

In order to protect the privacy of our patients, and in compliance with federal privacy laws, Seton Shoal Creek may not release any information or even confirm or deny that you are a patient in the hospital without your permission. In order for us to communicate with your family about your condition, you must first sign a release of information form. Upon admission you will be given a four-digit access code that you may give to any family member or friend who wish to call you or come to visit. Please note that without this four-digit access code, they **can not** have access to you while in the hospital. **It is very important that you make sure you give family and friends your four-digit access code before they leave and that they keep it in a safe place and do not lose it. If they do not have the code they will not be able to contact you.** This policy helps us to ensure that every patient will have their right to privacy and safety.

CLOSED Adult Unit Schedule

Weekdays

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
7:30	Wake-up, Hygiene, Meds, Vital Signs, Breakfast	Wake-up, Hygiene, Meds, Vital Signs, Breakfast	Wake-up, Hygiene, Meds, Vital Signs, Breakfast	Wake-up, Hygiene, Meds, Vital Signs, Breakfast	Wake-up, Hygiene, Meds, Vital Signs, Breakfast
8:30-9:30	Medications	Medications	Medications	Medications	Medications
9:00-9:30	PEN Goal Setting group*	PEN Goal Setting group*	PEN Goal Setting group*	PEN Goal Setting group*	PEN Goal Setting group*
9:30	Fresh air	Fresh air	Fresh air	Fresh air	Fresh air
10:00-10:30	BREAK	BREAK	BREAK	BREAK	BREAK
10:30-11:30	Group Therapy	Group Therapy	Group Therapy	Group Therapy	Group Therapy
11:30-12:00	Gym or Fresh air for blue bands*	Gym or Fresh air for blue bands*	Gym or Fresh air for blue bands*	Gym or Fresh air for blue bands*	Gym or Fresh air for blue bands*
12:00-1:00	Lunch/ Visiting	Lunch/ Visiting	Lunch/ Visiting	Lunch/ Visiting	Lunch/ Visiting
1:00-2:00	Coping Skills Group SW led	Coping Skills Group SW led	Coping Skills Group SW led	Coping Skills Group SW led	Coping Skills Group SW led
2:00 - 2:15	Snack	Snack	Snack	Snack	Snack
2:00-2:30	Med Info Group	Med Info Group	Med Info Group	Med Info Group	Med Info Group
2:45-3:30	Coping Skills Group IOP led*	Coping Skills Group IOP led*	Coping Skills Group IOP led*	Coping Skills Group IOP led*	Coping Skills Group IOP led*
3:30-4:00	FREETIME	FREETIME	FREETIME	FREETIME	FREETIME
4:00-5:00	PEN goals group check in	PEN goals group check in	PEN goals group check in	PEN goals group check in	PEN goals group check in
5:00-7:00	Dinner/Visiting	Dinner/Visiting	Dinner/Visiting	Dinner/Visiting	Dinner/Visiting
7:00-7:30	Unit based free time or activities	Unit based free time or activities	Unit based free time or activities	Unit based free time or activities	Unit based free time or activities
7:30-8:30	PEN Group	PEN Group	PEN Group	PEN Group	PEN Group
9:00	Medications	Medications	Medications	Medications	Medications
9:00	Wrap Up PEN Goals Group	Wrap Up PEN Goals Group	Wrap Up PEN Goals Group	Wrap Up PEN Goals Group	Wrap Up PEN Goals Group
9:30-10:00	Get ready for bed, Lights Out	Get ready for bed, Lights Out	Get ready for bed, Lights Out	Get ready for bed, Lights Out	Get ready for bed, Lights Out
10:00	Kitchen/Dayroom Closed. Phones off.	Kitchen/Dayroom Closed. Phones off.	Kitchen/Dayroom Closed. Phones off.	Kitchen/Dayroom Closed. Phones off.	Kitchen/Dayroom Closed. Phones off.

Bedtime on Fridays and Saturdays is at midnight.

PICU Adult Unit Schedule

Weekdays

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:00-9:30	Wake-up, Hygiene, Meds, Vital Signs, Breakfast	Wake-up, Hygiene, Meds, Vital Signs, Breakfast	Wake-up, Hygiene, Meds, Vital Signs, Breakfast	Wake-up, Hygiene, Meds, Vital Signs, Breakfast	Wake-up, Hygiene, Meds, Vital Signs, Breakfast
9:30-10:00	Community/ PEN Goal Setting group	Community/ PEN Goal Setting group	Community/ PEN Goal Setting group	Community/ PEN Goal Setting group	Community/ PEN Goal Setting group
10:00-10:15	Snack Time	Snack Time	Snack Time	Snack Time	Snack Time
10:15-11:00	Coping Skills Group SW led*	Coping Skills Group SW led*	Coping Skills Group SW led*	Coping Skills Group SW led*	Coping Skills Group SW led*
11:15-11:45	Nursing Education Group	Nursing Education Group	Nursing Education Group	Nursing Education Group	Nursing Education Group
12:00-1:00	Lunch/ Visiting	Lunch/ Visiting	Lunch/ Visiting	Lunch/ Visiting	Lunch/ Visiting
1:15-2:00	Group Therapy	Group Therapy	Group Therapy	Group Therapy	Group Therapy
2:00-2:15	FREETIME	FREETIME	FREETIME	FREETIME	FREETIME
2:15-2:45	Snack Time	Snack Time	Snack Time	Snack Time	Snack Time
2:45-3:30	Nursing Education Group	Nursing Education Group	Nursing Education Group	Nursing Education Group	Nursing Education Group
3:30-4:15	FREETIME	FREETIME	FREETIME	FREETIME	FREETIME
4:15-4:45	PEN Goals group check in	PEN Goals group check in	PEN Goals group check in	PEN Goals group check in	PEN Goals group check in
5:00-7:00	Dinner/Visiting	Dinner/Visiting	Dinner/Visiting	Dinner/Visiting	Dinner/Visiting
7:00-8:30	FREETIME/ Movie Time	FREETIME/ Movie Time	FREETIME/ Movie Time	FREETIME/ Movie Time	FREETIME/ Movie Time
8:30-9:30	Medications	Medications	Medications	Medications	Medications
8:30-9:00	Wrap Up PEN Goals Group	Wrap Up PEN Goals Group	Wrap Up PEN Goals Group	Wrap Up PEN Goals Group	Wrap Up PEN Goals Group
9:00-10:00	Get ready for bed, Lights Out	Get ready for bed, Lights Out	Get ready for bed, Lights Out	Get ready for bed, Lights Out	Get ready for bed, Lights Out
10:00	Dayroom closed, phones put away.	Dayroom closed, phones put away.	Dayroom closed, phones put away.	Dayroom closed, phones put away.	Dayroom closed, phones put away.

Bedtime on Fridays and Saturdays is at midnight.

Adult Chemical Dependency Programming

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
8:15-8:45a	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	8:30 - 9:00a Breakfast	8:30 - 9:00a Breakfast
9:45-9:30a	Personal Care	Personal Care	Personal Care	Personal Care	Personal Care		
8:45- 9:30a	Personal Care	Personal Care	Personal Care	Personal Care	Personal Care	9:30 - 10:00a Medication/ Community Group/Goal Setting	9:30 - 10:00a Medication/ Community Group/Goal Setting (Patients only)
9:30 -10:30a	Community Guidelines/ Discussion	Community Guidelines/ Discussion	Community Guidelines/ Discussion	Community Guidelines/ Discussion	Community Guidelines/ Discussion		
10:30 -11:45a	CD Education	CD Education	CD Education	CD Education	CD Group Therapy	8:45 - 9:30a Personal Care	8:45 - 9:30a Personal Care
10:10 -11:00a		10:10 - 11:00am CD Education (Hospital Chaplin)					
12:00 -1:00p	Lunch/Visiting	Lunch/Visiting	Lunch/Visiting	Lunch/Visiting	Lunch/Visiting	11:15 - 12:15p Physical Activity (RT)	11:15 - 12:15p Physical Activity (RT)
1:30 - 2:45p	CD Group Therapy	CD Group Therapy	CD Education	CD Group Therapy	CD Education		
3:00 - 4:00p	Journaling/ Treatment Task Work (BHT)	Journaling/ Treatment Task Work (BHT)	Leisure/ Recreation/ Creative Art (RT)	Pharmacy Group	Leisure/ Recreation/ Creative Art (RT)	12:15 - 1:00pm Lunch	12:15 - 1:00pm Lunch
4:00 - 5:00p	Music Therapy with Music Therapist	Music Therapy with Music Therapist	Individual Time Journal Workbook	Individual Time Journal Workbook	Individual Time Journal Workbook		
5:15 - 6:00p	Dinner	Dinner	Dinner	Dinner	Dinner	2:15 - 3:00p Treatment Task Work (BHT)	2:15 - 3:00p Treatment Task Work (BHT)
5:00 - 7:00p	Visitors	Visitors	Visitors	Visitors	Visitors		
7:00 - 8:00p	Independent Study supervised	Alcoholics Anonymous	Cocaine Anonymous	Alcoholics Anonymous	Cocaine Anonymous	3:00 - 4:00p Leisure/Recreation/ Creative Art (RT) (Saguaro Group Lounge)	3:00 - 4:00p Spirituality Service (Hos. Chaplin/ Theatre) Leisure/ Recreation/(RT)
8:00 - 9:00p	Alcoholics Anonymous	8:30 - 9:00pm Wrap up Meeting	8:30 - 9:00pm Wrap up Meeting	8:30 - 9:00pm Wrap up Meeting	8:30 - 9:00pm Wrap up Meeting		
9:00 - 9:30p	Wrap up Meeting					5:15 - 6:00p Dinner	5:15 - 6:00p Dinner
		5:00 - 7:00p Visitors	5:00 - 7:00p Visitors				
						7:00 - 8:00p CA Meeting	6:30 - 7:30p NA Meeting Cafeteria
						8:00 - 9:00p Independent 12-step Study	8:00 - 9:00p AA Meeting/Theatre
						9:00p Wrap up Meeting	9:00p Wrap up Meeting

DAILY VISITING HOURS
12 NOON – 1:00 PM and 5:00PM - 7:00PM
THANK YOU FOR YOUR COOPERATION

Bedtime on Fridays and Saturdays is at midnight.

Self Help Groups Available on Campus

We ask all patients in recovery from addictions to attend 12 step meetings offered while you are in treatment if you are off unit restriction. Please invite your family to attend any meetings that might be helpful to them.

SUNDAY:

7:30pm AA - SHOAL CREEK - OPEN Classroom

MONDAY:

7:30pm EMOTIONS ANONYMOUS Cafeteria Conference Room

7:00pm DUAL RECOVERY ANONYMOUS (DRA) Training Room, 1st floor

7:00pm NAMI - FAMILY TO FAMILY Classroom, 1st floor

TUESDAY:

7:30pm AA - DRY CREEK - OPEN Cafeteria

7:30pm AA - New Life - CLOSED Discussion Classroom, 1st floor

7:30pm OBSESSIVE/COMPULSIVE DISORDER GROUP (OCD) Cafeteria Conference Room

WEDNESDAY:

7:00pm AA - BACK TO BASICS - OPEN 12 STEP EDUCATION Cafeteria Conference Room

THURSDAY:

7:15pm AA - WOMEN - CLOSED Training Room, 1st floor

7:15pm AA - MEN - CLOSED Classroom, 1st floor

5:30pm SCHIZOPHRENICS ANONYMOUS Classroom, 1st floor

FRIDAY:

6:30pm CO-DEPENDENTS ANONYMOUS Classroom, 1st floor

7:30pm DUAL RECOVERY ANONYMOUS (DRA) Training Room, 1st Floor

Seton Shoal Hospital

Prohibited Items, Limited Use Items and Valuables List

**Nursing staff must inspect all items/packages brought onto the unit by patients & visitors.*

Prohibited Items

- Medications of any type including herbal and over-the-counter medications & dietary supplements
- Products with alcohol listed within the first 3 ingredients
- Belts/Suspenders
- Clothing with drawstrings or Bib-overalls
- Bandana/Scarves
- Ace Bandages
- Panty hose/Knee high nylons
- Shoelaces
- Pointed-toed footwear or steel-toed footwear such as cowboy boots, Doc Martins
- Clothing that are gang related, depict drugs, alcohol, or sex
- Clothing that is immodest or revealing
- Pornography/Sexually explicit materials
- Purses
- Luggage/Duffle Bags/Totes/Backpacks
- Lighters/Matches
- Cell phones/Pagers
- Computers/Electronic toys or games/Televisions
- Cameras
- Tape recorders
- Videos/DVD's/CD's
- Walkman with head set
- Cords of any kind/ropes
- Glass or mirrors
- Liquid bleach/bleach product for hair
- Plastic bags
- Incense/Candles/Potpourri pots
- Food in patient rooms
- Weapons of any kind (guns, knives, etc)
- Scissors
- Soda cans
- Rat tail combs
- Sports equipment such as bats, golf clubs, and hockey stick
- Aersol Cans

Limited Use Items

- Razors/electric shavers
- Metal items
- Items with alcohol listed
- Blow dryers
- Curling Irons/straighteners
- Pump hair spray
- Nail polish & remover
- Nail clippers
- Electric or battery operated tooth brush
- Makeup (Glass or Plastic)
- Perfume/Cologne
- Dental Floss

Valuables

- Cash over \$20.00
- Drivers License/ID cards
- Credit Cards/Bank Cards
- Food Stamps
- Insurance Cards
- Keys
- Jewelry (at staff discretion)
- Birth certificates
- Social Security Card
- Checks/Checkbook

***Nursing staff must inspect all items/packages brought onto the unit by patients and visitors.**

- Prohibited Items are to be sent home or secured.
- Limited Use Items are to be kept in a designated area and signed in and out by staff.
*Patients on suicide precautions may use "limited use" items with staff present.
- Valuables are to be secured in the designated area.
- All patients assume full responsibility for those items retained in their possession during their treatment. This includes all items that the patient brought to the hospital at admission and items brought to them by family or visitors. Such items brought by visitors must be visually inspected by staff and approved for patient use.
- This is not an all inclusive list and should be used as a guideline when classifying items. Staff reserve the right to restrict additional items deemed necessary for patient and patient safety.



Clothing / Attire

It is requested that patients bring with them attire that is deemed appropriate for the setting. Tee shirts that bear logos advertising alcoholic beverages, cult or demonic slogans or promote sexualized or substance related statements will not be permitted. Tops should not be provocative or expose excessive areas of flesh. Tube tops, low-cut tank tops, lowrider pants, tops exposing the midriff or that are unnecessarily close fitting will not be permitted.

When belongings are checked in by unit staff, any items of clothing that fall into the above categories will be held in storage along with prohibited items and returned to the patient at time of discharge from the unit.

Telephones

Patients are welcome to use the telephones located across from the nurse's station near the entrance to the day room. You may give out the numbers to these phones to your friends, family or to whomever you may wish to contact you. Patients are responsible for answering the phones and taking messages. Cell phones are not permitted on the unit under any circumstances by patients or visitors. If a patient needs to access their cell phone address book, it is to be done on admission. Cell phones will be returned to the patient at the time of discharge.

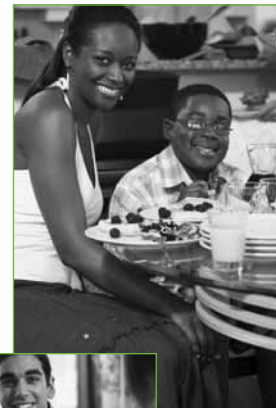


The unit phones are available for patient use between 6:00 am and 10:00 pm, except during group times when telephone service will be shut off. Please limit your calls to 10 minutes or less. Do not make numerous successive calls without allowing others to also have a turn. Please note that patients are not permitted to use the nursing station telephones for local or long-distance calls.

Your family is welcome to call the Nurses Station at any time if they have concerns or if there is an emergency but you must be sure to sign an "Authorization To Release Information Form" in order for staff to be able to speak with your family members. If authorization has not be given in writing, unit staff are not legally permitted to release any information regarding your stay, or even your presence on the Unit as a patient.

Meals

As a patient you will initially eat all of your meals on the unit provided by the dietary department. After discussion with your physician, he or she may grant off unit privileges which will enable you to take your meals in the hospital dining room. Off unit privileges will require that you be accompanied by staff at all times while off the unit. If your Physician lifts your restrictions at the beginning of a given day, you will not begin your meals in the dining room until that evening. There is no additional charge for meals taken in the dining room.



There is a mealtime schedule posted on the unit. It is important that all patients adhere to this schedule to avoid overcrowding in the dining room, or accessing the dining room when it is being used by adolescent patients. State regulations prohibit adolescent and adult patients interacting or socializing in any premises of the hospital campus. For those patients who are taking meals on the Adult Unit, we ask that patients are up and ready for meals. Due to dietary restrictions and health precautions it is not permitted to allow uneaten food items to remain on the unit for extended periods of time.



If a patient requests family members to bring food items onto the Adult Unit, it is necessary to discuss this with your physician or a member of the nursing staff prior to any items being brought onto the unit due to Seton Infection Control Policy and Public Health Department Regulations. Unit food storage is limited to any food brought in for patients must be consumed during the visit or should be taken home at visit end. Unit refrigerators can not accommodate storage of patient food items.

You may purchase, or request that staff purchase additional drinks and snacks from the vending machines located next to the Dining Room. These machines accept change or one dollar bills.



Laundry

A washer and dryer are available on the unit. Laundry hours are from 8:00 am-10:00 am and 2:00 pm-7:00 pm. Should you choose to have a family member or friend bring your own laundry detergent it will be stored with your personal items at the nurses station. There is also laundry detergent available on the unit--ask for it at the nurses' station. Laundry is not to be done during designated group times.

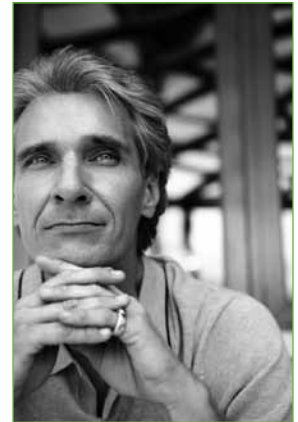
When using the dryer, please remove lint from the lint trap before starting the machine--your clothes will dry quicker.

Your Room

You are responsible to make your own bed and keep your room neat. Staff will distribute fresh linen each Tuesday morning, or as needed. Please change your own linen unless doing so would be a hardship. If you need assistance, please ask.

Food and drinks are not permitted in patient's rooms for public health reasons. If you are taking your meals in the dining room, and choose to bring back a snack to the Adult Unit, please give the food item to a staff member prior to return, so that it may be stored in a proper and sanitary manner. These items are accessible to the patient when requested. It is unit policy that visits to patients not occur in patient rooms. Common areas and the group room are accessible for this purpose .

Children under the age of 12 years are not permitted on the Adult Unit. Unusual or special circumstances regarding this age restriction may be discussed with your physician. We request that no child(ren) be left unaccompanied by a guardian or adult while on hospital premises.



A primary goal of Seton Shoal Creek Hospital is to maintain a safe environment for all patients at all times. Personal safety is valued as a right that each person is assured of during their hospitalization. In an effort to promote as safe an environment as possible, it is necessary that your Physician order a room safety check to assess for items that could cause safety concerns for patients and staff. Patients have the option to be present at the time that the individual room examination occurs.



Smoking Policy

Due to our smoking policy, we do not permit use of tobacco by either patients or visitors inside the hospital premises.

Visiting

Patient Visiting Hours

A. Patient visiting hours are:

Daily:

Sunday - Saturday

12pm – 1pm and 5pm – 7pm

Adult visitors are welcome during regular visiting hours, subject to the patient's condition and needs, and in accordance with nursing policy. If a family member needs to visit a patient at a time other than visiting hours, the request will need to be coordinated with and approved by the nursing, M.D., and social work staff.

Due to limitations and space available for visitation on each of the patient care units it is necessary to limit the number of permitted visitors to a patient to a maximum of two (2) at any one time. This limit is intended to maintain a safe environment for patients and visitors and to insure that SSC remain within any city or county public safety code requirements.

It is the employee's responsibility to monitor all patients even during visitation. Remembering that most patients have a roommate, staff will facilitate a safe, therapeutic environment for both the patient with a visitor and for the roommate. Private visitation in a patient room should be discouraged whenever possible. If this does occur unit staff are to maintain continued assessment and observation to insure that the visit is safely maintained.

B. Visiting Clergy

The clergy are welcome to visit patients during regular visiting hours and at other times when requested by patient/family and if consistent with patient care.

C. Children

Due to the nature of treatment services provided as Seton Shoal Creek Hospital and the need to provide as safe an environment as possible for patient and family members it is necessary to limit the age of visitors to all patient care units to 12 years and above. Should the treating physician feel that a visit by a child younger than this age is of therapeutic value to all involved individuals an order may be written to permit such a visit. The visit should occur in an area that would allow staff to monitor for ongoing safety.

D. Other Public Access Areas

Visitors are welcome in the Cafeteria, Classrooms, and Lobby, during their scheduled hours of operation.

E. Employees as Visitors

When an employee is visiting a friend or relative who is a patient, the employee is considered a visitor and will be expected to follow the procedures of this policy.

F. Former Patients as Visitors

Seton Shoal Creek Hospital requests that all former patients wait a minimum of 30 days after discharge before returning to the hospital as a visitor of another patient. Exceptions to this request can be made by physician order. All former patients are welcome to attend support groups without delay that are offered in various parts of the facility outside of patient care areas.

G. Observation of Seton Family of Hospitals Policies and Applicable Laws

While on any Seton premises, visitors shall be required to comply with all applicable SETON policies and rules and all Federal, state, and local laws, rules, regulations and ordinances. Persons who fail to so comply or who are disruptive to patient or staff safety or facility operations may be required to leave the Seton premises.

Discharge

Discharge time from the unit is scheduled for 1:00pm at the latest, everyday following discussion between medical staff and the patient. Once you have been informed of a discharge time, the hospital asks that your belongings be packed as soon as possible. In order to prevent items being left behind, please check closets and bureaus thoroughly. Being prepared for discharge enables the Housekeeping Staff to prepare rooms for new admissions. At the time of discharge all prohibited items, or items retained in storage will be returned. Please be sure to review all items prior to discharge to insure that nothing has been overlooked or is unaccounted for.



Before leaving the hospital, you must complete the needed paperwork. You will do this by meeting with the nurse and the business office staff. The nurse will see you on the unit before discharge and then a staff member will escort you to the front lobby to meet with the business office staff for any paperwork that requires completion. Any items of value that have been placed in the hospital safe will be returned at that time. Transportation arrangements following discharge may be coordinated by either the patient, family member/friends or the patient's Social worker.



Speak Up: Help Prevent Errors in Your Care

Everyone has a role in making behavioral health care safe - including administrators, physicians, nurses, psychologists, social workers and counselors. Behavioral health care organizations across the country are working to make safety a priority. You and your family members or significant other can also play a vital role in making behavioral care safe by becoming active, involved and informed members of the care team.

An Institute of Medicine (IOM) report has identified the occurrence of medical errors as a serious problem in the health care system. The IOM recommends, among other things, that a concerted effort be made to improve the public's awareness of the problem.

The "Speak Up" program, sponsored by The Joint Commission, urges individuals to get involved in their care, treatment or services. Such efforts to increase consumer awareness and involvement are supported by the Centers for Medicare and Medicaid Services. This initiative provides simple advice on how you, as the individual being served, can make your care a positive experience.

To help prevent health care errors, individuals are urged to "Speak Up."





Speak up if you have questions or concerns, and if you don't understand, ask again.

- Your well being is too important to worry about being embarrassed if you don't understand something that your direct care staff tells you.
- Don't be afraid to ask about safety.
- Don't be afraid to tell your direct care staff if you think you are about to receive the wrong medication.
- Don't hesitate to tell the behavioral health care professional if you think he or she has confused you with another individual.

Pay attention to the care you or your loved is receiving. Make sure you're getting the right treatment, care or services by the right behavioral health care professionals. Don't assume anything.

- Tell your direct care staff or their supervisor if something doesn't seem quite right.
- Know what time of day you normally receive a medication. If it doesn't happen, bring this to the attention of your direct care staff.
- Make sure your direct care staff confirms your identity, that is, asks your name, before he or she administers any medication.

Educate yourself about your, your family member's or significant other's treatment, care or service plan.

- Ask direct care staff about their qualifications.
- Gather information about your, your family member's or significant other's condition or problem from people who have had similar experiences. Good sources include direct care staff, the library, respected websites and support groups.
- Write down important facts direct care staff tells you, so that you can look for additional information later. And ask the staff if they have any written information you can keep.
- Thoroughly read all forms and make sure you understand them before you sign anything. If you don't understand, ask the staff to explain them.

Ask a trusted family member or friend to be your advocate.

- Your advocate can ask questions that you may not think of while you are under stress.
- Your advocate can also help remember answers to questions you have asked, and speak up for you if you cannot.
- Review consents for treatment, care or service with your advocate before you sign them and make sure you both understand exactly what you are agreeing to.
- Make sure your advocate understands the type of treatment, care or services you will need when you get home. Your advocate should know what to look for if your needs change and whom to call for help.



Continued...

Know what medications you take and why you take them. Medication errors are the most common health care mistakes.

- Ask about the purpose of the medication and ask for written information about it, including its brand and generic names. Also inquire about the side effects of the medication.
- If you do not recognize a medication, verify that it is for you. If you're not well enough to do this, ask your advocate to do this.
- Whenever you are going to receive a new medication, tell your doctor about allergies you have, or negative reactions you have had to medications in the past.
- If you are taking multiple medications, ask your doctor or pharmacist if it is safe to take those medications together. This holds true for vitamins, herbal supplements and over-the-counter drugs, too.
- Make sure you can read the handwriting on any prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either.

Use a behavioral health care facility, program or service that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by The Joint Commission.

- Ask about the behavioral health care organization's experience in serving people with your needs, problem or condition.
- If you have more than one behavioral health care facility, program or service to choose from, ask your primary care provider which one offers the best care for your needs.
- Before you leave the behavioral health care facility, ask about continuing treatment, care or services and make sure you understand instructions on how to access follow-up treatment, care or services.
- Go to Quality Check to find out whether your behavioral health care organization is accredited.

Participate in all decisions about your treatment, care or service. You are the center of the behavioral health care team.

- You and your direct care staff should agree on the steps and anticipated time frame of your treatment, care or service.
- Know who will be taking care of you and the expected goals or outcomes of your treatment, care or service.
- Speak up about your personal goals. These may be in addition to the goals and outcomes outlined by your care or service providers.
- Keep copies of your plan of care, treatment and services with you.
- Don't be afraid to seek a second opinion. If you are unsure about the nature of your condition and the best treatment, care or service, consult with one or two additional specialists. The more information you have about the options available to you, the more confident you will be in the decisions made.

Acknowledgment of Receipt / Information

I have been informed and understand that in order to maintain patient safety at all times, the Adult Unit is considered a secured unit and is therefore kept locked at all times.

Patient Signature

Date

Witness

Date

I have been informed and understand that in order to maintain as safe an environment as possible and guarantee that patients feel safe at all times that, it is policy that patient rooms may be examined by staff after obtaining an order from your physician to remove any items that may be considered unsafe. I further understand that I have the option of being present when a room examination occurs.

Patient Signature

Date

Witness

Date

I have received/read a copy of the Adult Unit Patient Handbook.

Patient Signature

Date

Witness

Date



**Seton Shoal Creek
Hospital**

A member of the Seton Family of Hospitals

Main: 512.324.2000

Admissions: 512.324.2029

Fax: 512.324.2003

3501 Mills Avenue

Austin, TX 78731

www.seton.net