



# Welcome

To Seton Shoal Creek Child/Adolescent Inpatient Unit



**Seton Shoal Creek  
Hospital**

A member of the Seton Family of Hospitals

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Patient Name



the  
**beginning**

# Seton Shoal Creek Child/Adolescent Inpatient Unit Patient Manual

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## Table of Contents

<b>Welcome - Patient Surveys</b>	<b>2</b>
<b>The Admission Process</b>	<b>3</b>
<b>Your Personal Property and Prohibited Items</b>	<b>5</b>
<b>Patient Safety and Self-Help Program Schedule</b>	<b>6</b>
<b>Clothing/Attire - Use of Telephones</b>	<b>7</b>
<b>Meals - Laundry - Patient Rooms</b>	<b>8</b>
<b>Patient Rooms – Visiting - Smoking Policy - Patient Responsibilities</b>	<b>10-11</b>
<b>Discharge</b>	<b>11</b>
<b>Speak Up</b>	<b>13-15</b>
<b>Acknowledge of Receipt</b>	<b>18</b>



## Welcome

This handbook is intended as a resource for your stay on the Child/Adolescent Unit at Seton Shoal Creek Hospital. Our treatment program provides crisis stabilization for patients 6 to 17 years old. This includes a specific discharge plan for each patient and family. 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, all of the 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 morning during PEN Group.

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, social worker, clinical assistants 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 Child/Adolescent 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 stored in the hospital safe located in the security office. As stated in the paperwork signed during admission, Seton Shoal Creek Hospital does not assume financial responsibility for replacement of lost or stolen items during the course of your stay. You may choose to retain \$5.00 (preferably in coins or \$1 bills) 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 ensure 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



## 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.

for return to you at the time of discharge, or in the case of 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 hospital 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, family 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 parents’ 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 who wish to call you. Please note that without this four-digit access code, they cannot have access to you while in the hospital. **It is very important that you make sure you give family 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.

# Seton Shoal Creek Hospital

## Prohibited Items

*\*Nursing staff must inspect all items/packages brought onto the unit.*

### Prohibited Items

- Medications of any type including herbal and over-the-counter medications
- Products with alcohol listed within the first 5 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 is gang related, depicts 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/DVDs/CDs
- 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
- Aerosol Cans
- Spiral notebooks
- Pens or Pencils w/metal (erasers), Mechanical Pencils

## Seton Shoal Creek Hospital

### Patient and Unit Safety

#### items Not Allowed on the Unit

- Shoe Laces, belts, draw strings
- Cords of any kind
- Curling irons or straighteners
- Aluminum cans, glass in any form
- CDs, DVDs, iPods, Walkmans or any device capable of recording, video games
- Aerosol containers
- Cigarettes, lighters or matches
- Straight edge razors
- Any collectable cards
- Patient cell phones or pagers
- Glass or mirrors

#### Items Not Allowed in the PTs Rooms

- Book bags, plastic bags, or suitcases
- Sharp items (nail clippers or files, metal frames, staplers, scissors, pencil sharpeners)
- 3 ring binders or spiral notebooks
- Markers, colors, or pens
- Balloons, flower arrangements in glass vases or with thorns
- Hairspray, perfumes, mouth wash, nail polish, conditioner

Please bring all belongings to a staff member so they can search them with you and/or your child present. Patients may be asked to send certain items home or keep them in the nurse's station at the staff's discretion that the staff feels is unsuitable for this setting.

## Self Help Groups Available on Campus

#### Weekly Meetings Held at Seton Shoal Creek

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 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

##### TUESDAY:

7:30pm AA - DRY CREEK - OPEN  
Cafeteria

7:30pm AA - New Life - CLOSED Discussion  
Classroom

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

7:15pm AA - MEN - CLOSED  
Classroom

5:30pm SCHIZOPHRENICS ANONYMOUS  
Classroom

##### FRIDAY:

6:30pm CO-DEPENDENTS ANONYMOUS  
Classroom

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

**\*Nursing staff must inspect all items/packages brought onto the unit.**

- Prohibited Items are to be sent home or secured.
- 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.

**Make-Up**

For safety and infection control purposes, patient's are asked to limit their make-up to only 5 essential items on the unit which will be checked out from the nurses station with each use. Please note that mirrors are not allowed.

**Clothing**

Please bring your child 3-4 days supply of casual clothes. All clothing should be appropriate to the child's age. Modesty must be practiced. Clothing may not advertise, condone, depict, or promote the use of alcohol, tobacco, sex or drugs. Clothing with vulgar, obscene language, or with images/writings that promote disruption of the treatment setting is prohibited.

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|---|--|
| <ul style="list-style-type: none"><li>• No halter, spaghetti strap, or strapless tops</li><li>• No bare midriffs or low necklines</li><li>• No see-through clothing</li><li>• No shorts or skirts that distract</li><li>• No low rise jeans without a long top covering waist</li></ul> | <ul style="list-style-type: none"><li>• No gang associated clothing or colors</li><li>• No hats or bandanas</li><li>• No muscle shirts or tank tops</li><li>• No visible undergarments</li><li>• No t-shirts promoting bands</li></ul> |
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**Telephones**

Patients are welcome to use the telephones located at the nurse's station. You may give out the numbers to these phones to your family. Nursing staff will answer phones and dial any outgoing calls. Remember incoming callers will be asked for the 4-digit access code. 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 12:00 - 1:00 pm and 5:00 - 7:00 pm. Please limit your calls to 10 minutes or less.

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 been 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.

### **Appointments**

Parents or guardians are encouraged to participate in their child's treatment by attending the following scheduled meetings:

- **Doctor/Parent Check-In:** Provides an opportunity to meet with your child's attending psychiatrist to discuss any concerns and to review your child's diagnosis, medications, and discharge plans.
- **Family Therapy:** Allows family members a forum to discuss the events and stresses that led to your child's hospitalization, as well as to develop plans for safety and outpatient follow-up.

### **Programming**

- **Group therapy:** Is a process group for the patient to identify their feelings, recent stresses, and to learn about positive coping skills.
- **Structured Therapeutic Recreation:** Provides a hands-on opportunity for the patients to learn and practice positive coping skills, such as anger and stress management, effective communication, and building self esteem.

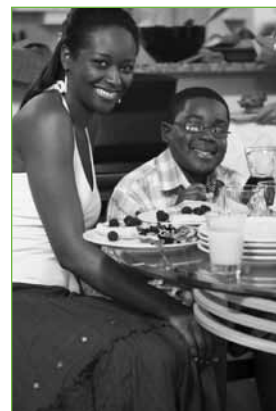
### **School**

- Under the Texas Compulsory Attendance Law, patients will be required to attend classes while in the hospital. The Austin Independent School District (A.I.S.D.) will provide school aged patients with 3 hours of daily instruction supervised by a certified teacher.
- Absences from school during the hospitalization are "excused absences" according to Texas law. At the time of your child's discharge, the nurses will provide a written letter to your child's school verifying the period of time that they were hospitalized.
- Parents are responsible for obtaining assignments, textbooks and/or other required materials from your child's school. It is beneficial to the patient that their school materials are provided to the hospital staff within 24-48 hours of hospital admittance. **DO NOT WITHDRAW YOUR CHILD FROM SCHOOL.**

### **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 go to the cafeteria. Off unit privileges will require that you be accompanied by staff at all times while off the unit.

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 adult 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 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.

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. Staff will assist patients with laundry at appropriate times. There is laundry detergent available on the unit. 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. You may ask staff for fresh linens when you need them. 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.

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 smoking by either patients or visitors inside the hospital premises or on hospital grounds.

## Visiting

### A. Patient Visiting Hours

• Child / Adolescent Services	Sunday - Saturday	12pm – 1pm
	Sunday - Saturday	5pm – 7pm
• Adult Services Services	Sunday - Saturday	12pm – 1pm
	Sunday - Saturday	5pm – 7pm
• Chemical Dependency Services	Sunday - Saturday	12pm – 1pm
	Sunday - Saturday	5pm – 7pm

For patients on the Child/Adolescent Unit, visitors are limited to immediate family only. 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 and social work staff.

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.

### B. Visiting Clergy

The clergy are welcome to visit patients during regular visiting hours when requested by patient/family and if consistent with patient care. Prior to arranging for clergy to visit you must coordinate with the nursing staff.

### C. Children

Due to the nature of treatment services provided at 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.

***All children under age 18 must be accompanied by an adult.\*\*\****

\*\*\* PLEASE NOTE: On the child/adolescent unit only immediate family members have authorization for visitation and at least one of the two family members must be the parent or provide documentation of legal guardianship.

#### D. Employees as Visitors

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

#### E. Former Patients as Visitors

Seton Shoal Creek Hospital requests that all former patients wait a minimum of 30 days 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.



#### F. 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, every day 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 your room 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 necessary paperwork. You will do this by meeting with the nurse and the business office staff.



## Speak Up: Help Prevent Errors in Your Care

Everyone has a role in making behavioral health care safe - including administrators, 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 on Accreditation of Healthcare Organizations, 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."





### **S**peak 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.

### **P**ay 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.

### **E**ducate yourself about your own, 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.

### **A**sk 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.



**K**now 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.

**U**se 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.

**P**articipate 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 Child/Adolescent Unit is considered a secured unit and is therefore kept locked at all times.

_____ Parent Signature	_____ Date
_____ Child 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.

_____ Parent Signature	_____ Date
_____ Child Signature	_____ Date
_____ Witness	_____ Date

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

_____ Parent Signature	_____ Date
_____ Child Signature	_____ Date
_____ Witness	_____ Date





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