

JONAS HILL HOSPITAL & CLINIC

A Division of Caldwell Memorial Hospital, Incorporated



WELCOME.

We know that hospitalization can be stressful. Possibly, overwhelming. This brief guide will provide you, and your family, with information regarding your treatment and what to expect during your stay. Our goal is to restore emotional stability in a safe, barrier-free environment while providing the tools to help develop self-awareness, insight, and effective coping skills. We will also connect you with community resources to continue your treatment after discharge.

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Inpatient Services:

Jonas Hill Hospital is a 27-bed inpatient unit that provides short-term crisis stabilization for those who have a mental illness and/or mental illness with co-occurring substance use disorder. The program therapies and activities are designed to improve coping skills, encourage independence, self-reliance, and provide education in management of mental illness and addiction. The length of stay is based on individual need. The treatment team meets Monday through Friday (weekends, as needed) to discuss treatment for each patient and to determine an appropriate discharge plan.

Involuntary Admission

When an individual is found to be a danger to him/herself or others, the court may be petitioned to convert the patient's admission to an involuntary status. All patients receive the same standard of care regardless of his or her admission status. Involuntary patients are not permitted to leave the unit except under certain circumstances where medical or diagnostic treatment is necessary. The court will also appoint a legal representative to assure that the patient's rights are observed. Any questions about this process can be directed to any member of the staff.

Discharge Planning

Discharge planning is an important part of the treatment process. You, your treatment team, and your physician determine your discharge dates. The staff works with you in helping to set realistic discharge goals and arrangements. The social worker coordinates with relevant community agencies for follow-up sessions and referrals.

If you wish to leave before the recommended discharge date, you must submit a written request. Your physician will then meet with you to discuss your request. When the discharge is against the advice of a physician, prescriptions may not be provided upon discharge.

North Carolina State Law states that, if a physician requires further observation to determine whether or not you are a danger to yourself or others, you can be kept in the hospital for up to 72 hours while a discharge status is determined.

Patients who violate Jonas Hill Hospital policies or create an unsafe environment may be administratively discharged.

Medical Records

A medical record on each patient's progress and treatment is kept during hospitalization. The medical record is a confidential document that cannot be shared with anyone other than the patient's treatment team, unless authorized by the patient. Questions regarding the medical record may be asked. Patients must request a release of information from medical records to receive their chart. Medical records requested will be available two (2) weeks after the discharge date. You can also sign up on My UNC chart as instructed in your discharge paperwork. Upon discharge, patients will be asked to sign a release of information form that allows our staff to send a discharge summary to your primary care physician and any referral agencies.

Inter-Disciplinary Team

Our highly skilled staff includes board-certified psychiatrists, psychiatric nurses, nursing assistants; Licensed Clinical Social Workers, Licensed Clinical Addictions Specialist, as well as state licensed Recreational Therapists. In addition to daily group therapy, our structured programs and support groups on the unit include Alcoholics Anonymous (AA) and Narcotics Anonymous (NA).

Patient Monitoring and Surveillance:

Video monitoring is conducted in common areas of the unit to support safety and security for the patient and others. Care will be taken to ensure privacy during examination and treatment by the healthcare team. Private areas including bedrooms and bathrooms are NOT under video monitoring. This unit is under video monitoring/recording.

Personal Expectations

During hospitalization, patients are expected to participate in all group therapy sessions and scheduled activities, as this is part of the treatment. The group sessions and activities have been designed to enhance socialization, communication, coping skills, education, and relapse prevention.

Personal Boundaries

JHH has a no-touch policy in order to maintain safety. Staff and patients are not permitted to engage in intimate contact such as hugging, kissing, or sexual activity with other patients or visitors.

Dress Code

Patients are encouraged to get dressed every day. Comfortable street clothes are recommended. Refrain from wearing clothing that is revealing or has suggestive writing (such as drinking logos, sexually provocative graphics, cursing, etc). Patients may not have belts, strings, ties or laces without a doctor's order. Only bring 3 days' worth of clothing. Good hygiene is strongly encouraged. JHH staff may assist with shaving needs as they arise.

Communication and Visitors:

Phone Usage

Phone calls are permitted on a daily schedule and should not exceed 10 minutes. Family members may call the nurses' station to speak to patients only in case of an emergency. However, your presence on the unit will only be acknowledged if the person's name appears on your Release of Information Communication List found in your medical record. Family involvement is at the request of the patient, family with the patient's consent or to formulate discharge plans. Social workers will assist patients with phone calls requiring confidentiality.

Visiting Hours

To ensure safety and privacy, visiting is restricted to group rooms or the kitchen on Monday through Friday from 7:00 pm - 8:00 pm and Saturday and Sunday from 3:00 pm - 4:00 pm. Visiting in patient rooms is not permitted.

Spiritual Needs

Psychiatric Services staff recognizes that patients also have spiritual needs. Patients who wish to meet with their own minister or spiritual advisor may do so by appointment.

Personal Belongings:

Personal belongings are checked upon admission by staff members for the protection and safety of all patients and staff. Objects that may be considered dangerous are inventoried and kept in a secure area.

Prohibited Items

Medications, both prescription and over-the-counter, are not allowed on the unit and will be sent home or inventoried and secured at the time of admission.

All products that list alcohol as one of the first three (3) ingredients are prohibited.

Additional prohibited items include, but are not limited to:*

balloons, bandanas, cameras, cell phones, computers (of any kind), activity trackers such as but not limited to fit bit, smart watches, duffel bags, electrical cords, nail files, glass, hair dye, lighters, matches, metal hair picks, nail polish, nail polish remover, necklaces, panty hose, perfume or cologne, plastic bags, purses, ropes, scarves, soda cans, steel toed boots, strings, ribbons, bows, razors, hair dryers, curling/flat irons, suitcases, wave caps and weapons, MP3 Players, Ipods, E-cigs or vaporizers.

**Staff reserves the right to assess all items for safety regardless if it is included in this list.*

Money

It is strongly recommended that patients keep no more than \$10.00 during hospitalization. We have no vending machines available for patient use.

Valuables

We recommend that patients send home any valuables, including jewelry. However, money and valuables may be locked in the safe for safe keeping during the patient's hospitalization. These personal belongings will remain in the safe until the patient is discharged from the hospital.

Items stored in the safe

Any items that are stored in the safe must remain there until the patient is discharged from JHH. Items that must be kept in the safe included, but are not limited to cell phones, checks, credit cards, drivers' licenses, food stamps, insurance cards, keys, money over \$10.00, Medicaid/Medicare cards, necklaces, wallets, and any other jewelry or items that the patient would like to keep safe until discharged. Upon arrival to JHH, if the patient has tobacco products, those items will be secured until the patient is discharged.

Cameras/ Tape Recorders/ Cell Phones

Cameras, tape recorders, laptops, iPads, iPods and cell phones are not allowed on the unit due to Federal Confidentiality Laws and concerns for safety.

Borrowing and Lending

Borrowing and/or lending items is prohibited due to the possibility of items being lost and stolen as well as limiting the possibility of contracting a communicable disease or illness.

Schedules:

The Program Schedule

The program schedule is posted in the unit commons area.. The program allows some free periods to give patients time to reflect and to use knowledge learned in group therapy. Group participation is highly encouraged to learn beneficial coping skills in conjunction with medication stabilization.

Bedtimes

In order to encourage and maintain a healthy lifestyle, patients are asked to be in bed by 11:00 pm. Patients need plenty of rest to focus on improving their health and wellness. At bedtime the phones are turned off and the group rooms are closed and will not reopen until 6:00 am.

Snacks and Meals

Snacks are provided to patients three times daily in addition to scheduled meals. Meals are served in the patient dining room. The meal schedule is as follows:

Breakfast – 8:00 am

Lunch – 12:20 pm

Dinner – 5:30 pm

Patients are observed during meals for patient safety. Patients are responsible for maintaining a neat and clean dining area. When the food cart has arrived to the unit, patients will be asked to find a seat in the dining area, and staff will serve the trays. When the patient is finished eating, they are asked to leave the trays and silverware and staff will collect them. Patients are not allowed to share silverware.

Patients are given menus at breakfast and are asked to complete their menu and return it to the staff. All new patients will be given the scheduled meal on their first day of admission. Patients may not order extra food. Patients are encouraged to choose food from the menu that they feel confident they will enjoy.

Amenities:

Laundry

A washer and dryer are available for patient use anytime outside of group times. Linens are located in the clean supply room across from the nurses' station. Patients are responsible for changing their own linens which should be changed as often as needed. Please do not mix laundry with other patients. Linens are for use on the unit and may not be taken home.



BE GROUP MINDED

- Think about your behavior with regard to the people around you.
- Behave in a fashion that creates peace and safety for you and those around you.
- Be respectful of others, their thoughts, feelings and opinions.
- Use kind words.
- Maintain Confidentiality.
- Speak from your own experiences allowing others to make their own decisions based on the information presented.
- Try to be on time. If late, come in quietly and listen.
- Request meds, use the restroom, or get a drink **before** group starts.
- Speak one at time.
- Share what is helpful and avoid discussing things that don't work.
- Avoid finding fault or placing blame.
- If you are unwilling or unable to participate in a group, you are expected to quietly remain in your room unless a staff member calls for you.
- If you are unable to stay focused and on topic, you may be directed to leave group to return to your room and try to attend another group later.

PATIENT RULES:

- **Do not stand around the nurses' station.**
- **Keep your hands to yourself (no hugging, holding hands, kissing, or horseplay).**
- **No perfume, cologne, scented lotions, or body sprays.**
- **Do not share blankets.**
- **No sharing clothes, shoes, or personal belongings.**
- **Do not touch other patients' belongings.**
- **Do not combine belongings for the laundry room.**
- **One person at a time at the medication window. Stand back until it is your turn.**
- **Do not share medications, nicotine patches, or nicotine gum.**
- **Only Styrofoam cups in patient rooms.**
- **No food in patient rooms.**
- **Patients are not to go into other patients' rooms for any reason.**
- **No running, jumping, or skipping in the hallways.**
- **Clean up after yourself.**
- **No cursing or offensive language.**
- **During group times, patients are to be in group or in assigned patient room.**
- **Patients cannot receive PRN medications an hour before discharge.**
- **No visitors in patient rooms.**
- **No bare feet.**
- **Smoking or the use of other tobacco products is not permitted on the unit.**