



Treasure Coast
Behavioral Healthcare

at Lawnwood Regional Medical Center

PATIENT HANDBOOK

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Treasure Coast **Behavioral Healthcare**

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The staff at Lawnwood Pavilion welcomes you to our facility.

We know that this is a difficult time and are committed to making your stay here beneficial and productive.

The purpose of this handbook is to prepare you and your family for your hospitalization. This handbook will give you information about our hospital, staff, treatment opportunities, and other services this hospital provides. If you have any questions, please ask any staff member – they will be glad to help you.



Professionals On Your Treatment Team

PSYCHIATRIST - Your psychiatrist is the behavioral health physician who is the leader of the treatment team. He or she is ultimately responsible for directing your care.

INTERNAL MEDICINE - A doctor who specializes in internal medicine will complete a physical exam and address your medical needs throughout your hospitalization.

THE EXECUTIVE DIRECTOR & CLINICAL COORDINATOR - These members of the treatment team are responsible for the overall functioning of the unit, the therapeutic milieu, and maintaining the quality of care.

REGISTERED NURSE (RN) - The RN coordinates the treatment team to provide delivery of care, coordinates the medical and pharmaceutical aspects of your care and oversees the integrated treatment planning process.

LICENSED PRACTICAL NURSE (LPN) - The LPN will administer medications, do treatments, and collaborate with the treatment team to deliver care.

SOCIAL WORKER - The SW provides individual therapy on an as need basis. The SW also conducts daily group therapy sessions. All the treatments provided will focus on recovery, wellness, and promote healing. The SW will be directly involved in planning your discharges, and this starts at the time of admission.

ACTIVITIES THERAPIST - The Activities Therapist is responsible for group activities with a primary focus on learning new and effective coping skills.

CASE MANAGER - The CM collaborates with the social worker and the rest of the treatment team to assist with discharge planning needs. The CM also maintains communication with you and your insurance provider about your hospital stay.

MENTAL HEALTH TECHNICIAN (MHT) - The MHT works closely with the rest of the team to deliver care. The MHT facilitates group activities and will assist with activities of daily living.

PATIENT ADVOCATE - The Patient Advocate will meet with you, upon request, to answer any questions or concerns you may have regarding your treatment or your rights as a patient.

Patient Rights

As a patient, you have a right:

TO A SAFE AND SECURE ENVIRONMENT:

- ◆ To be protected from harm and self harm.
- ◆ To have considerate and respectful care.
- ◆ To expect reasonable continuity of care that includes a schedule of services and the times staff and services are available.
- ◆ To participate in planning your treatment program.
- ◆ To confidentiality with respect to information related to your treatment according to Federal and State regulations.
- ◆ To have consideration of your privacy and individuality, and to be treated with consideration, respect, and dignity.

TO BE TREATED FOR YOUR ILLNESS:

- ◆ To have medication therapy specific to your illness, if needed.
- ◆ To have medical treatment if needed.
- ◆ To have therapy and counseling specific to your illness, if needed.
- ◆ To have treatment in areas such as coping skills, social skills, stress and anger management, communication skills, etc.
- ◆ To expect reasonable a response to your requests.
- ◆ To obtain information as to any relationships with other health care organizations and related institutions regarding your care.

TO MAINTAIN FAMILY AND COMMUNITY SUPPORT:

- ◆ To receive visits from family members and significant others as approved by the treatment team during visiting hours or as arranged.
- ◆ To be provided with suitable areas for visiting.
- ◆ To be allowed to send and receive mail unless the treatment team determines that this would be harmful to you or to others [F.S. 94.459 (5)].
- ◆ To conduct telephone conversations with family within realistic limits, unless the attending physician does not believe that it is in your best interest. Please limit calls to ten or fifteen minutes.

TO BE INFORMED ABOUT YOUR ILLNESS AND YOUR TREATMENT:

- ◆ To have education specific to your illness.
- ◆ To have Informed Consent.
- ◆ To be fully informed about the services available at the Behavioral Health center.
- ◆ To know by name and specialty of the staff members responsible for your care.
- ◆ To expect from staff members responsible for your care and welfare, complete and current information concerning your condition, symptoms, and progress.
- ◆ To have all therapeutic restrictions evaluated daily to decide their effectiveness and to have this information communicated back to you.
- ◆ To refuse any request to work unless it is part of the individual treatment plan. You will, however, be required to do personal housekeeping tasks and maintain appropriate personal hygiene.
- ◆ To have your rights explained to you in a language you can understand. Your Patient Rights are posted near the unit phones in English and Spanish.

Patients have a right to treatment that least restricts their liberty. Lawnwood Regional Medical Center supports the right of the patient to receive respectful care with dignity and compassion in the least restrictive environment. On occasion, some of our patients may experience a temporary episode of confusion or behavioral changes that may pose a risk of injury to themselves or others.

YOUR RIGHT TO A PATIENT ADVOCATE

As a patient of Lawnwood Pavilion, you are entitled to express concerns about your care and treatment to the Patient Advocate. The Patient Advocate's telephone extension is

1043

and is posted on the unit. You may call the advocate at any time and if they are unavailable you can leave a message and they will get back with you.

It is the responsibility of the Patient Advocate to respond to your request within one working day to listen to your concerns.

If you need assistance contacting the Patient Advocate,
Please ask any staff member to assist you.

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Patient Responsibilities

As a patient, you have a responsibility:

TO RESPECT THE RIGHTS AND PRIVILEGES OF OTHERS:

- ◆ To respect the privacy and confidentiality of others.
- ◆ To speak to the Patient Advocate if you feel that your rights have been violated.
- ◆ To become familiar with the staff who are caring for you.
- ◆ To attempt to follow the rules and advice offered by staff.

TO WORK AS A PARTNER IN YOUR TREATMENT:

- ◆ To be honest about matters that relate to you as a patient.
- ◆ To report changes in your condition to those responsible for your care and welfare.
- ◆ To keep appointments and cooperate with staff.
- ◆ To make responsible decisions.
- ◆ To comply with the rules and expectations of your treatment.
- ◆ To take an active part in your therapy sessions, treatment programs and community meetings.
- ◆ To learn as much as you can about your illness, medications, and warning signs of a relapse.
- ◆ To learn to recognize, accept and understand your illness.
- ◆ To be informed about your medications, use, general side effects, and the importance of taking the medications correctly.

If you are concerned about the behavior of another patient, or any situation on the unit that you feel is potentially disruptive or hazardous, report it to the staff so that they can help the individual. Occasionally, we may have a patient who will need to be managed by the staff. If this should occur, we request that other patients quietly withdraw to their rooms or to an area where staff guide you. This assures the dignity of the patient and the safety and security of all.

If you feel upset or feel that you are losing control, please come to staff and let them know. You may need support from staff or to be allowed to go to a quiet area. Extra medication may be an option. A list is posted at the main nursing station near the medication room with your “Contact Person” who will be happy to assist you.

Group Therapy

The goal of Group Therapy is to share feelings. We hope that you will learn how to be open and honest with others by sharing your feelings in the here-and-now, which means today, the present, and this minute. By expressing your feelings, communication grows and you learn how to share and trust. Learning to share feelings spontaneously is the primary goal of groups.

GROUP GUIDELINES

Guidelines are the rules that we use to help group therapy work. These guidelines help group members feel safe and more capable of sharing and helping each other.

CONFIDENTIALITY:

Confidentiality means that what is said in the group stays in the group. People will not talk intimately about themselves unless they feel safe and secure. One way to feel safe and secure is to make sure that anything shared in the group is not mentioned outside the group.

NO VIOLENCE:

Anger is a part of life; however, there are appropriate and inappropriate ways of expressing it. Much of what is discussed in the group can help you get in touch with your anger, but you may need to learn what to do with it. For example, **it is not okay** to strike someone or to throw an object or harm another person. **Threats or accusations are not allowed. It is okay** to discuss your anger in the group and to work on ways to express it. It is also okay to tell other group members if you are angry and let them know what you are angry about.

TAKE RISKS:

Risk-taking is doing something different or “new” to improve the quality of your life. Risking can be scary or disturbing because it involves trusting others with parts of ourselves that we may not have let others know before. It can be worth it, but you are the one to decide to risk or not.

ACTIVE COMMUNICATION:

Active communication involves both active sharing and active listening.

Active Sharing is being willing to discuss your feelings in group therapy. In sharing with others, speak honestly about things that are important to you. If you have something to say to someone in a group, speak directly to them and honestly share your concerns. **Active Listening** is listening to everything a person says. This means listening to not only the words, but becoming aware of nonverbal behaviors; tone of voice, facial expressions, and body language. Active Listening can make you a better group member and help you improve your communication skills.

EMPATHY:

Empathy is putting yourself in another person's shoes. When a person is empathetic, they are able to understand and feel what someone else is feeling. Empathy does not mean sympathy – feeling sorry for someone. The common bonds that unite people in group therapy are their feelings. Although different ages, races, and background experiences exist in the group, everyone has felt anger, sorrow, or happiness. Therefore, it is very important to practice empathy in the group.

FEEDBACK:

Feedback is sharing your feelings with someone in the group. Feedback is one of the most important functions of a group and it is important to give someone feedback so that they can grow, and also to receive feedback from others so that you can grow. Feedback can also come in the form of simply stating your feelings to another group member. Feedback should be phrased in "I" statements. Remember, the knowledge that other people can share with you can help you change your life.

CONFRONTATION:

Confronting someone means telling that person exactly what you see or feel rather than what they want to hear. It is helping the other person see how their behavior is affecting them. By confronting someone's denial of their problem we can give them a chance to change. To confront someone you must speak frankly and honestly and with caring and concern.

BE RESPONSIBLE:

You are responsible for what you get out of Group Therapy. It is important to ask what you need when you learn new skills and it is your responsibility to put them into practice. Responsibility also means that you arrive for groups on time, remain alert, pay attention and show respect for your fellow group members.

Group Rules

- 1** Group starts on time; be punctual. If the door is closed, do not enter unless previously discussed and agreed upon.

- 2** No eating, drinking or smoking during group. The only exception is ice or water.

- 3** One person speaks at a time. Please do not interrupt each other during group.

- 4** Use eye contact – look at the person you are addressing in the group.

- 5** Use “I” statements – take responsibility for your feelings and thoughts by speaking in the first person.

- 6** Do not devalue or put yourself or other group members down either during or after group.

- 7** Profanity, sexual suggestion, racial comments, ethnic slurs, etc., are not permitted in group. Also, no religion or politics.

- 8** Do not talk about people who are not in the room; this includes staff members and other patients.

- 9** CONFIDENTIALITY: What is said in the room stays in the room. However, the group leader will inform the treatment team about your progress and any safety issues.

- 10** You may leave the room if you feel too agitated to stay, however you will need to come back to the group before it ends to process those feelings. Please notify nursing staff if you leave the group. If you are on precautions, the group leader may leave with you to notify staff for your safety.

General Rules

HOSPITAL WIDE RULES:

- ◆ Alcoholic beverages and drugs are prohibited.
- ◆ Weapons of any type are prohibited.
- ◆ There is to be no sexual activity on hospital grounds.
- ◆ Acts of violence or threats of violence will not be tolerated.

Lawnwood Pavilion will prosecute any acts of violence (patient-to-staff, patient-to-patient) to the fullest extent of the law.

UNIT RULES:

- ◆ Patients are expected to make their bed and straighten their room each morning prior to community meeting.
- ◆ No sharp objects are permitted in the patient's room.
- ◆ There are posted times when you will be allowed to access personal effects from the Personal Effects Room.
- ◆ Food and drinks are to be consumed in the cafeteria and are not to be taken back to the unit.
- ◆ Patients may only enter another patient's room if the occupant of the room is present. Patients of the opposite sex are not to be in each other's rooms.
- ◆ Doors to the patients' rooms will be left partially open unless a patient is dressing in the room.
- ◆ All patients are on 15 minute checks. To ensure the safety of our patients, room searches will be done on a daily basis and the entire unit will be searched if contraband is suspected.
- ◆ If a patient has a car at the hospital, the keys will be placed in the safe and will be returned to the patient upon discharge.
- ◆ Patients are requested not to provide transportation to other patients on discharge.
- ◆ In order to help reduce noise and maintain patient confidentiality, patients are asked not to sit near or congregate at the Nursing Station.

Personal Information and Community Living

MEDICATIONS

For safety, and to decrease the chance of medications being lost or misplaced, we ask that you send all medications home with a family member or significant other. Medications that you do not send home will be documented on your medical record, locked-up and returned to you at time of discharge.

During your stay in the hospital you may be prescribed medications by your psychiatrist. If medication is prescribed, it is your responsibility to report to the medication room to receive your medications.

CLOTHING

You will need clothing that is discrete, comfortable and casual. Shirts should have sleeves, midriffs should be covered and any clothing with “sayings” or “messages” must be acceptable and appropriate. Please wear only modest jewelry. This list is not inclusive, if you are unsure about any item, please ask a staff member

We provide a washer, dryer and laundry supplies for your convenience on the unit. Please schedule cooperatively with other patient so that you can have clean clothes as needed. Instructions for use of the laundry equipment can be obtained as needed from any staff member.

PERSONAL GROOMING AND HYGIENE ITEMS

Personal grooming and hygiene items brought to the hospital may be dangerous to you or others and must be kept in the Patient Effects Room. Razors are not allowed to be brought in from the outside. They will be provided for you here.

MONEY AND VALUABLES

Please leave valuables at home or in safe place as the hospital cannot be responsible for their safety. Valuables should be kept in the safe at the reception desk and will be listed, documented and returned at the time of discharge. If you want to keep some change for the snack machine we recommend that you do not keep more than five dollars on you. We are not responsible for lost or stolen money.

PERSONAL BELONGINGS AND ENTERTAINMENT

Cell-phones, beepers, radios and personal televisions are not permitted in the hospital. Tape recorders and cameras are not permitted due to their capacity to record, thus jeopardizing the confidentiality of the patients in the facility. Desktop pictures and other personal items are permitted once the unit staff has approved them for safety. Items may not contain glass or other potentially harmful materials.

VISITATION

Visitors to the hospital must check in and receive a pass from the front desk receptionist. To ensure the safety of our patients, visitors may be checked /searched by unit staff before their arrival on the unit. **Lockers are available in the lobby.** Visitors should leave all pocket contents, purses, and other articles in the locker space. Each Patient may have two visitors on the unit at a time. Children under twelve can visit in a designated area with a doctor's order and prior arrangements with a Social Worker. **If you have been a patient at Lawnwood Pavilion within the past three (3) months you may not visit the unit.**

VISITING HOURS

Visiting is permitted during regularly scheduled visiting hours. Visiting Hours are posted on the unit and in the lobby.

PHONE CALLS

To protect your confidentiality, the staff will not confirm that you are, or are not, a patient in the hospital unless you have signed a Release of Information form.

There are phones on the unit to receive incoming calls, however, these phones are turned off during group times. If you wish to receive phone calls from family or friends we ask that you give these phone numbers to potential callers and have them ask for you, when they call.

These phones are for outgoing calls as well. It is the patient's responsibility to answer these phones and to take any messages.

If you have difficulty with phone calls or a problem with incoming calls that you do not wish to receive, please notify the nursing staff. We ask that you limit all calls to no longer than ten or fifteen minutes so that everyone has the opportunity to talk with their loved ones.

The Direct number to the community phone on the unit is 772 - 467-3958. Phones are available 24 hours a day should a patient wish to call the Abuse Line.

CAFETERIA RULES

Meals will be provided three times a day – breakfast, lunch and dinner. When eating in the cafeteria, you will receive one portion of food at a time – this helps to avoid waste. If you are still hungry, you are welcome to return to the line as often as you want, but each time you will receive one portion of food. Take one dessert for each meal – the cafeteria only provides enough desserts for each person to have one. Meals are planned and prepared by our registered dietician and food service staff. Special diets are provided when ordered by your physician. Meals are served cafeteria style and patients and staff dine together. Special occasions such as Sundae Socials are held weekly to enhance the therapeutic environment.

SMOKING

Lawnwood Pavilion is a nonsmoking facility. Smoking is permitted on the patio in designated areas for patients on the Behavioral Health Unit.

MAIL AND FLOWERS

Mail is delivered and distributed every day (Monday through Saturday) on the unit. Please leave items you want mailed at the nurses' station. Flowers sent by family and friends will be delivered to you by unit staff. Please remind family members that soft plastic containers should be used for all floral arrangements. All flowers delivered with glass or hard plastic containers will remain at the nurse's station for safety purposes.

PASTORAL CARE

It is our goal to help support your spiritual needs. Clergy may visit during regular visiting hours. Please speak with staff if other arrangements need to be made. In the event that you do not have supports locally, we will assist you with area contacts.

VENDING MACHINES

Snack machines are available for patients who have dining room privileges. During meal times you may buy a snack or a drink to bring back for later, these items must be unopened in order to leave the cafeteria. Once you open them they must be consumed at that time. No open snacks can be kept in your room. Staff can not be responsible for misplaced or stolen snacks.

Thoughts For Your Health

OPTIMISTS ARE HEALTHIER

Practice an optimistic attitude to reduce the effects of stress.

Optimists see a glass as half full, not half empty. They choose to feel hopeful. Pessimists, on the other hand, are sure of a poor outcome.

Most illnesses are influenced by our feelings. After any major event, take time to recover. Practice positive self-talk (“I can do it!”) each day. Copy someone who always looks on the bright side. Practice optimism skills for your health and happiness.

THE 3 “R’S” OF CHANGE:

RECOVER | REFOCUS | REGENERATE

Major work and life changes are common, yet difficult.

To survive and thrive:

- ◆ **RECOVER:**
Identify the change: major - such as divorce; or significant but smaller - such as new job duties. Notice stress symptoms such as headaches.
- ◆ **REFOCUS:**
Look at the “big picture” of change. Whether you feel sad, angry or relieved, accept your feelings as part of the process.
- ◆ **REGENERATE:**
Get extra rest, cut down on smoking, eat properly, and exercise. Take time alone with special friends.

Stress-Free Diet: Eating To Reduce Stress

The following tips can help you avoid foods that aggravate stress and improve your body's stores of the nutrients you need to handle stress.

FOOD TO LIMIT

Coffee
Chocolate
Cola Drinks
Tea
Sweets
“Junk” Foods
Refined Flours

FOODS TO CHOOSE

Fresh Fruits (especially citrus)
Fresh Vegetables
Herb Teas
Lean Meats, Fish, Poultry
Whole Grains
Water
Low or Nonfat Dairy Products

FOOD TO ELIMINATE

Alcohol – Alcohol can affect your medications. Always check with your doctor.

TENSION HEADACHES: SELF-CARE TIPS THAT WORK

Tension headaches can often be relieved by using these techniques:

- ☺ A warm shower or bath, or heating pad.
- ☺ Lying down in a dark room with feet up and a cool wash cloth over your eyes.
- ☺ Ice packs applied to the back of the neck.
- ☺ Massage. Do it yourself or ask someone else to deeply massage your neck, shoulders and scalp.
- ☺ Relaxation training. Tense, then relax different muscle groups. After going through each body part, you finally relax your whole body.

MENTAL HEALTH TELEPHONE NUMBERS

| | |
|---|--------------------------------------|
| Abuse Hot Line: | (800) - 96-ABUSE |
| Human Rights Advocacy Committee: | (800) - 342-0823 |
| National Institute of Mental Health: | (800) - 421-4211 |
| Lawnwood Pavilion Hospital: | (772) - 466-1500 (800) - 433-2673 |
| Mental Health Knowledge Exchange Network: | (800) - 789-2647 |
| Alliance For The Mentally Ill: | (772) - 464-7897 |
| Alcoholics Anonymous (AA): | |
| St. Lucie County: | (772) - 873-9299 |
| Martin County: | (772) - 283-9337 |
| Okeechobee County: | (863) -763-1006 |
| Alanon (Support Group for Families of Alcoholics): | (800) - 344-2666 |
| Narcotics Anonymous (NA): | (772) - 343-8373 |
| Suicide Crisis: | 211 |
| Jean Sloan Drop In Center: | (772) - 468-5678 |

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1700 South 23rd Street, Fort Pierce FL 34950
www.lawnwoodmed.com | (772) 461-4000

