

**WELCOME TO
SAINT LUKE'S NORTH HOSPITAL
BEHAVIORAL HEALTH SERVICES**

**Adult Psychiatric Unit
601 South 169 Highway
Smithville, MO 64089**

**Saint Luke's North Hospital
Behavioral Health Services
Patient Handbook**

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I. WELCOME TO SAINT LUKE'S BEHAVIORAL HEALTH SERVICES

Life with mental, emotional, or behavioral issues can be difficult, but there is hope. Each of us faces challenges in our daily lives. Some we can handle well, while others cause anger, disappointment, anxiety, frustration, and/or sadness, and are more difficult to manage. When the inability to cope occurs, Saint Luke's North Hospital's Behavioral Health Services can help.

Saint Luke's North's Behavioral Health Services is an acute care inpatient unit with a program designed to assess and address the needs of patients. We offer in-patient hospitalization services. All of our staff members are professionally trained to assist you in acquiring the skills, confidence, and ability to more effectively manage your life. We provide consumer-focused care, individual, and group therapy. Thorough discharge planning, including contact with involved family members and outpatient professionals, ensures a successful transition back into the community.

OUR COMMITMENT TO YOU

Our goals are to provide patients with:

1. A safe and secure environment
2. Respect and individuality
3. Education and information in the aspects of behavioral health
4. An individual plan of care
5. Community resources to aid patients after discharge

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II. TREATMENT TEAM

A treatment team consisting of several behavioral health professionals will be working with patients throughout their stay. The team will complete various assessments and develop a plan of care based on each patients' needs. Members of the treatment team include:

Psychiatrist	These doctors are trained in psychiatry and will provide a psychiatric evaluation within 24 hours of admission to the unit, make rounds to monitor medication treatment progress, and determine readiness for discharge.
Nurse Practitioner	The nurse practitioner works with the psychiatrists, making rounds, monitoring medication treatment, and determining readiness for discharge. Please view these visits as equivalent to meeting with the psychiatrist.
Nursing Staff	The nursing staff consists of Registered Nurses (RN), Behavioral Health Technicians (BHT), and Certified Nurse's Aides (CNA). They are available around the clock to help with any emotional or physical issues that are in need of attention.
Social Workers	Social Workers (SW) will meet with each of their assigned patients to assess needs, resources, and help plan discharge. They also facilitate groups. They can provide family meetings, when recommended by staff, family members, or requested by patient. Patients are to inform staff if they wish to have a family meeting.
Dedicated Discharge Planner	Works with the team from admission to help arrange follow up care.
Therapists	Therapists facilitate group therapy, individual therapy, and family therapy. Patients are to inform staff if they wish to have an individual therapy session.
Expressive Therapists	Expressive therapists provide therapeutic groups in art, recreation, or music. They also complete individual assessments that assist patients in exploring resources in coping and leisure skills.
Psychiatric Pharmacist	Provides education and information to patients and their family members on psychotropic medications.

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II. TREATMENT TEAM (continued)

Medical Doctor	A medical doctor provides physical exams within 24 hours of admission to the unit and coordinates with psychiatrists to manage medical problems.
Chaplain	A chaplain is available to help with spiritual needs. Patients may request this service by telling any staff member.
Dietician	A dietician is available to help with nutritional questions. Patients may request this service by telling any staff member.
Utilization Review	Liaison between hospital and payment source.

III. UNIT RULES

In order to maintain a safe, secure, and educational environment, the following expectations are currently implemented:

A. Inventory Process

Upon admission staff will perform a skin assessment and will inventory patients' belongings, including wallets, purses, and pockets. Any prohibited items will be placed in the patient lock-up area and will be returned at time of discharge. Any illegal substances, alcohol, or drug paraphernalia found will be confiscated, destroyed, or given to Smithville Police Department. Room searches are at the staff's discretion.

B. Program Participation

Patients are expected to attend and participate in all groups and activities.
A copy of the daily schedule is provided to all patients.

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III. UNIT RULES (continued)

C. Personal Responsibilities

1. Keep room neat and clean.
2. Care for own clothing and personal belongings. Laundry facilities are located on the unit free of charge for patients, notify staff for assistance.
3. Shower times are listed on the patient schedule, linens are available at the nurses station. Please bring your linens and scrubs to the laundry hampers by the nursing station after your shower.
4. Patients are to clean up after themselves in the dining room, lounge, group room, and all other common areas.
5. Maintain good hygiene. Approved personal hygiene items are available.
6. All clothing should be appropriate and casual. Shorts at an appropriate length may be worn. No tank tops, bare mid-drifts are allowed. Clothing with inappropriate language is also prohibited. Shoes and/or socks must be worn at all times.
7. Arrive to groups, meals, and all other scheduled activities on time.
8. Use acceptable and polite manners, as well as appropriate language.
9. Respect the space and belongings of others.
10. Comply with the patient's treatment plan.
11. Group therapy is an important part of treatment. Group attendance is strongly recommended.

D. Unacceptable Behaviors

1. Acts of aggression, violence, and use of profanity.
2. Destruction of property.
3. Inappropriate sexual comments, or sexual acts.
4. Inappropriate language and discussions.
5. Theft of any property.

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D. Unacceptable Behaviors (continued)

6. Possession, use, and/or distribution, of any tobacco products, alcohol or any illegal substance.
7. Possession of dangerous items and/or items listed on the Contraband List.
8. Entering other patients rooms. (We ask that you interact with other patients in the common areas only.)
9. Entering staff areas.

E. Food and Drink

1. Patients will be served three meals a day in the dining room with snacks available in the afternoon and in the evening. Patients will receive one food item and beverage during snack times, including any items brought from home.
2. All meals are served in the dining room. No food, trays, silverware, or dishes are allowed in patient rooms, unless special circumstances apply.
3. Patients have the option to choose their daily menus with staff from Nutrition Services approximately 8:00 am every morning. Staff cannot call Nutrition Services to make changes on food trays if patients do not pick their menus.
4. No caffeinated beverages are allowed onto the unit. And only factory-sealed food may be brought in (no home-made meals or carry out meals are allowed). Staff reserves the right to search all bags and containers at any time.
5. Patients are not permitted to share personal food and drinks with other patients, including the items brought in by visitors. Ordering food to be delivered to the unit is also not allowed.

F. Telephone Privileges

Please limit calls to no more than 10 minutes at a time. Patients may not keep their cell phones with them, these will be kept in patient lock-up until time of discharge. Telephones are available on the unit for patient use. To call out, dial "9" and then the number to be called. Family and friends can be given numbers for patient phones. It may be necessary at times to restrict the use of the phone at staff discretion, by patient's guardian, or patient choice. Patients can retrieve phone numbers from their cell phone at the nurse's station during free time only. Telephones will be turned off during group times.

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F. Telephone Privileges (continued)

Adult Unit 2East

Nurse's Station: 816-532-7160

Patient Phone: 816-532-7207/816-532-7361

Adult Unit 2West

Nurse's Station: 816-532-7202/816-532-7222

Patient Phone: 816-532-7214

Callers and visitors must have your Health Information Portability and Accountability Act (HIPAA) code to contact/visit you. You are responsible for providing your callers/visitors with your code. There is a limit of three visitors on the unit at one time. Visitors must be at least 12 years of age.

MY ROOM: # 2 _____

MY CODE: _____

PATIENT PHONES

Hours of use:

6:30 a.m. - 10:00 p.m.

No phone usage during groups

NURSING STATION

(816) 532-_____

VISITING HOURS

4:00 - 5:30 p.m.

Seven days a week

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G. Money and Valuables

Patients are asked not to keep more than \$5.00 with them. Patients are encouraged to send any valuables such as jewelry, cash, credit cards, and checkbooks home with family members or have them placed in the unit safe. The hospital will not be responsible for any items that are not placed in the safe. Patients review and sign a Patient Belongings Checklist upon admission and discharge. Patients and visitors are not permitted to give money, personal belongings, or any other valuables to other patients on the unit.

H. Plants and Flowers

1. All plants and flowers must be checked in at the nurses' station before being taken into patient rooms.
2. No glass vases or containers.
3. No balloon arrangements, long strings or ribbons.
4. No sharp stakes or wires.

Arrangements containing any of the above may be labeled with your name and kept in the patient lock-up area until time of discharge.

I. Visiting Hours

Visiting hours are scheduled for friends and families to have time with patients on the unit, visitors are limited to three at a time. Visitors are not allowed in the patients rooms. Patients are not permitted to leave the unit during this time. We ask that these times be respected since therapy is provided during the rest of the day and evening hours. If there are difficulties with the times provided, please notify the nursing staff so that arrangements can be made to adjust visiting times.

All visitors must sign in and out, and all items brought in will be checked by staff and placed in the visitor locker. We request that visitors do not bring tobacco products, cameras, laptops, or recording devices on the unit, or use their cell phones while visiting. Visitors must be ages 12 years and up.

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I. Visiting Hours (continued)

Visiting Hours are posted in the common areas and are subject to change.

Former patients are asked to wait at least 60 days after their discharge to visit patients that are currently in treatment.

J. Intervention Levels

To ensure patient safety, staff makes rounds a minimum of 5 times per hour throughout the day and night. Based on the individual needs of our patients, different levels of intervention may be indicated. Please feel free to discuss any questions or concerns you may have with the psychiatrist or other staff member.

K. Confidentiality

For patient confidentiality, we ask that patients do not visit or spend free time around the nurses station. We also ask that patients not discuss other patients with family or friends at any time. Your treatment information cannot be shared outside of the hospital without your signed consent.

L. Medications

You will not be able to use your own medications brought from home. They will be sent home with family members or placed in our pharmacy until you are discharged. All medications must be ordered by Saint Luke's North physicians or nurse practitioners.

M. Appropriate Interaction with Other Patients

1. Patients are asked to not share personal information with one another or exchange phone numbers or email addresses, which includes social media.
2. We ask that patients demonstrate appropriate behaviors at all times while on the unit, as we encourage the use of healthy and respectful boundaries.
3. Patients nor their visitors should share clothing, other personal property, or rides with other patients.
4. Patients and their visitors are not permitted to donate or buy items for other patients.

5. Patients may not enter another patient's room at any time. Please visit in common areas on the unit. If another patient has a phone call, please knock on patient room door, or ask staff for assistance.

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IV. CONTRABAND LIST

- Weapons or protective devices
- Cigarettes, lighters, matches, all tobacco products, e-cigarettes
- Laptops, cameras, recording devices, computers, tablets
- Electrical items not approved by staff
- Belts, cords, straps, ties, shoe laces, scarves, bandanas, or sashes
- Patient's personal blankets, pillows, stuffed animals are not allowed
- Plastic bags
- Sharp objects including scissors, knives, pocket knives, metal nail files, knitting needles, sewing needles, safety pins, straight pins, or razors
- Metal combs, hair picks, or rat-tail combs
- Glass containers or other glass items, such as compacts with glass mirrors
- Spray cans or aerosol cans
- Any liquid that contains alcohol, such as mouth wash, hair products, lotions, deodorants, or other personal hygiene items
- Bar soap
- Manicure sets
- Coat hangers
- Steel toe boots or high heel shoes
- Overalls, any clothing with drawstrings, stockings, panty hose, or tights
- Most jewelry—need to be approved by staff
- Any other items deemed hazardous by staff

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V. PATIENT RIGHTS

Consumers of Department of Mental Health services are entitled, by Missouri law, to the following rights without limitations:

1. To humane care and treatment
2. To the extent that the facilities, equipment, and personnel are available, to medical care and treatment in accordance with the highest standards accepted in medical practice
3. To safe and sanitary housing
4. To not participate in non-therapeutic labor
5. To attend or not attend religious services
6. To receive prompt evaluation and care, treatment, habilitation, or rehabilitation about which the individual is informed insofar as the person is capable of understanding
7. To be treated with dignity as a human being
8. To not be the subject of experimental research without prior written and informed consent of a parent, if a minor, or guardian, except that no involuntary committed consumer shall be subject to experimental research, except as provided by statute
9. To decide not to participate or to withdraw from any research at any time for any reason
10. To have access to consultation with a private physician at one's own expense
11. To be evaluated, treated, or habilitated in the least-restrictive environment
12. To not be subjected to any hazardous treatment or surgical procedure unless the individual or a parent or guardian consents, or unless such treatment or surgical procedure is ordered by a court of competent jurisdiction
13. In the case of hazardous treatment or irreversible surgical procedures, to have, upon request, an impartial review prior to implementation, except in case of emergency procedures required for the preservation of life
14. To a nourishing, well-balanced, and varied diet
15. To be free from verbal, physical, and sexual abuse

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IV. Patient Rights (continued)

Missouri law gives consumers the following rights that may be limited based on safety or therapeutic reasons:

1. (*) To wear one's own clothes and to keep and use personal possessions
2. To keep and be allowed to spend a reasonable sum of one's own money for canteen expenses and small purchases
3. (*) To communicate by sealed mail or otherwise with persons including agencies inside or outside the facility
4. To receive visitors of one's own choosing at reasonable times
5. (*) To have reasonable access to a telephone both to make and receive confidential calls
6. To have access to one's own mental and medical records
7. To have opportunities for physical exercise and outdoor recreation,
8. To have reasonable, prompt access to current newspapers, magazines, and radio and television programming

Psychiatric hospitals accredited by The Joint Commission (TJC) must assure the following standards are met in serving consumers:

9. Personal dignity and services considerate and respectful of personal values and beliefs
10. Information about hospital rules and regulations concerning conduct of consumers
11. Informed participation in decisions regarding treatment
12. Participation in treatment planning
13. Appropriate assessment and management of pain
14. Individualized treatment
15. Personal privacy and confidentiality of information
16. Opportunity to identify surrogate decision maker if a consumer is incapable of understanding a proposed course of treatment or is unable to communicate regarding treatment as part of an advance directive

Note: consumers committed under 552.040, 632.484, 632.489 and 632.495 RSMO shall not be entitled to the rights marked with an asterisk (*), unless the head of the facility determined that these rights are necessary for the person's therapeutic care, treatment, habilitation, or rehabilitation.

Note: * the patient has the right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.

Note: * the patient has the right to treatment without discrimination as to race, age, religion, sex, national origin, socioeconomic status, sexual orientation, gender identity or expression, disability, veteran status, or source of payment.

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VI. Patient Grievance Process

A patient grievance is a formal written or verbal complaint that is filed when a patient issue cannot be resolved promptly by staff present. Exercising your right to the grievance process will not compromise your care. Confidentiality will be respected at all times. The expectation is that the facility will handle relatively minor concerns in a timely manner without the need for a written response. You may write the Patient Experience Coordinator at Saint Luke's North Hospital, 5830 NW Barry Road, Kansas City, MO 64154. If a written response is necessary, you will receive a letter within 7 days. You may also call between 8 a.m. and 4 p.m., Monday through Friday (excluding holidays), at 816-880-2899. All calls are answered within one business day.

If you are a Medicare patient who believes you are being discharged too early, you may contact KePro at 855-408-8557 to share your concern.

You have the right to lodge a grievance with any state agency regardless of whether you have first used the hospital's grievance process. Advocacy agencies include:

Missouri Abuse and Neglect Hotline

800-392-0210

Missouri Health Net Division Participant Services Unit

800-392-2161

KePro

5201 W Kennedy Blvd, Ste. 900
Tampa, FL 33609
855-408-8557

Center for Medicare Services

601 . 12th Street
Kansas City, MO 64106
800-633-4227

State Board of Healing Arts

P.O. Box 4
Jefferson City, MO 65102
866-289-5753

TJC (The Joint Commission)

One Renaissance Blvd.
Oakbrook Terrace, IL 60181
800-994-6610

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VI. Patient Grievance Process (continued)

Missouri Department of Health and Senior Services

P.O. Box 570
Jefferson City, MO 65102-0570
573-751-6303

VII. Mental Health Resources

Saint Luke's Patient Advocate: 816-880-2899

National Suicide Prevention Lifeline: 800-273-8255

National Alliance for the Mentally Ill: 800-950-6264 or ame.org

Depression and Bipolar Support Alliance: 800-826-3632 or desalliance.org

National Mental Health Association: 800-969-6642 or mnha.org

Alcoholic's Anonymous Association: 816-471-7229

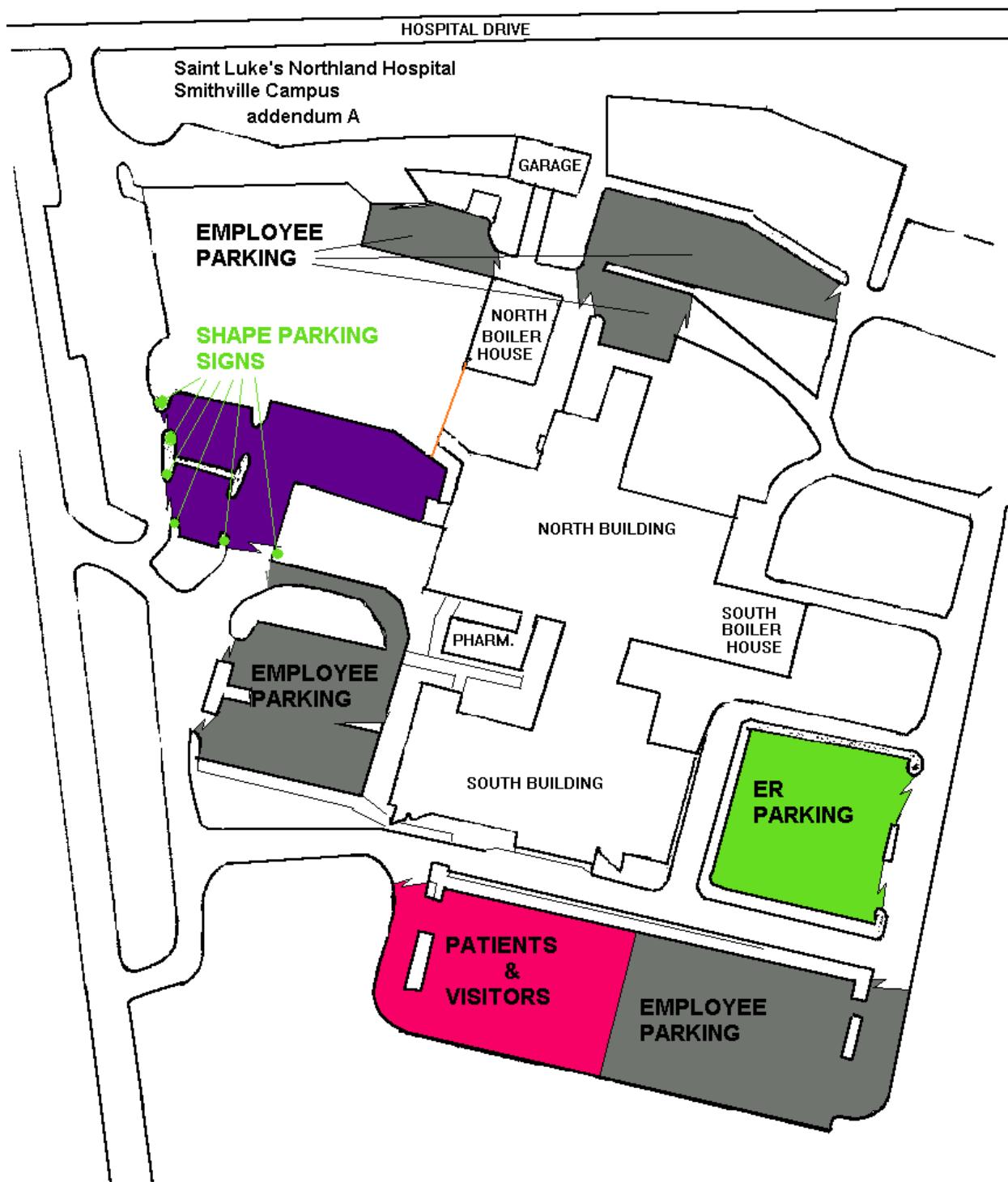
VIII. Patient Satisfaction Survey

At the end of your hospitalization you will be asked to complete a patient satisfaction survey before you are discharged. The survey is taken on a computer. We value your feedback and use your suggestions to improve our program. Thank you.

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IX. Hospital Parking Map



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