

PATIENT HANDBOOK

BEHAVIORAL HEALTH PROGRAM



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Welcome



Life with mental, emotional, or behavioral issues can be difficult, but there is hope. When anger, disappointment, anxiety, frustration, and/or sadness hinder coping, Saint Luke's North Hospital's Behavioral Health Program can help.

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

Patients follow Saint Luke's Health System Consent and Agreement of Health Care Services document. Additionally, the use of all tobacco products (cigarettes, cigars, pipes, and smokeless tobacco) is prohibited within all buildings

and on all properties owned or leased by Saint Luke's Health System and its subsidiaries and within all vehicles parked on these premises. We promote wellness and a clean-air environment for patients, visitors, and employees.

Video surveillance is utilized for the safety of patients and staff.

Our Commitment To You

Our goals are to provide patients with:

- A safe and secure environment
- Respect and individuality
- Education and information on behavioral health
- An individual plan of care
- Community resources to aid patients after discharge

We are a source of support and strength as you continue to develop and grow. During your stay, feel confident knowing you can count on us and that we are here to help.

My Provider: _____

My Therapist: _____

Good to Know

It is important for you to feel safe—both physically and emotionally—before true healing and change can take place. We are committed to doing all we can to provide you with a safe and loving environment. We are sure you have many questions and the answers to some common ones are listed below.

How long will I be here?

The average stay is between three to seven days. This can vary based on the reason for admission, how actively you participate in your treatment, and your aftercare plan.

What will my daily schedule look like?

The schedule is posted on the unit for your viewing. A typical day may include therapy groups that focus on goals, coping skills, psychotherapy, and social and physical activities.

You will also regularly meet with your assigned medical staff and therapist. Additionally, time will be spent interacting socially with peers and staff.

How will my progress be determined?

We want you to leave us with confidence, a better sense of self, and a strong desire to succeed, no matter what happens in your life. A physician, psychiatrist, advanced practice nurse, therapist, registered nurse, staff, and other members of your team will work closely with you and regularly discuss how you are doing. Your participation in therapy, groups, and activities will help determine your progress.

What can I do if I really want to make positive changes?

Finding ways to belong and connect with others is important. We encourage you to lean on our staff for help. You can learn so much from 1-on-1 discussions with

Good to Know (continued)

staff, various therapy groups, unit coping skills groups, unit activities, journaling, and other verbal or written assignments. We want to partner with you to progress toward positive change.

What about medication?

While you're in the hospital, you might be given medications or your current medicines might change. Learning about the new ones your doctor has prescribed for you is very important to your recovery.

During your first day in the hospital, we ask you about which medicines you take at home. Make sure you tell us about all prescriptions, over-the-counter drugs, vitamins, and herbal supplements you are taking. Also, we need to know about

any allergies or bad reactions you may have to medicines, foods, or supplements.

Ask your health care team the following questions:

- What is the name of the medicine and why am I taking it?
- When and how do I take it and for how long?
- Are there foods, drinks, or activities I should avoid while taking this medicine?
- Are there side effects? What should I do if I experience them?
- Will this new medicine work safely with other medicines I already take?

Your Care Team

A treatment team consisting of several behavioral health professionals work 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.

Licensed Independent Practitioner (LIP)/Psychiatric Nurse Practitioner: The nurse practitioner works with the psychiatrists, making rounds, monitoring medication treatment, and determining readiness for discharge.

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 need 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.

Psychiatric Therapists: Therapists facilitate group therapy, individual therapy, and family therapy. Individual therapy is optional and available to all patients

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.

Medical Doctor/Nurse Practitioners/LIPs: A medical doctor provides physical exams within approximately 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.

What to Expect in the First 24 Hours

Assessments

Now that you've been admitted, a variety of assessments may be completed to determine your care plan.

- **Psychiatric assessment:** A psychiatrist will interview you and make recommendations about your treatment. The psychiatrist and treatment team will determine if there is a need for special therapies, interventions, or medication.
- **Physical examination:** A physician will complete a medical history and physical exam. Some lab work will be included as part of this examination.
- **Nutritional assessment:** A nutritional assessment is sometimes requested by a physician. If ordered, this assessment will focus on current meal habits and recommendations for improvements.
- **Pastoral care assessment:** During the intake process, you were asked questions about your religious background. Based on your desire, you may meet with our chaplain..

Treatment components

Your individualized care plan is designed to help strengthen your family and adult relationships, help you to get to know and manage yourself on a deeper level, and help you better connect with others.

You will be assigned a psychiatrist, who is a medical doctor or advanced practice registered nurse who will lead your treatment team. You also will have a Social Worker who works with your psychiatrist. Elements of your care may include:

- **Medication management:** A psychiatrist will be responsible for your psychiatric assessment and recommendations for care, including medications.

- **Individual therapy:** A psychiatric therapist will work with you during individual therapy sessions. Therapy focuses on helping you identify problems and learning new skills to resolve them.

- **Group therapy:** You will meet in a group with other patients and staff to work on issues. Group therapy may take different forms such as talking, creative expression, and play/recreation.

You will learn skills for:

- Managing impulses and emotions
- How to build healthy relationships
- How to stay safe and relate to others in productive ways

- **Nursing services:** Each unit has a team of registered nurses and behavioral health technicians (BHT) who provide care and supervision to patients on a 24-hour basis. Registered nurses are the team leaders of the BHTs. The nurses provide medical supervision and care to all patients. Nurses and BHTs will assist you with your treatment needs and teach you proven skills that will help you reach your treatment goals.

- **Expressive therapy:** This therapy provides an outlet for expressing yourself in art, music, writing, and recreation, and other special interests. Expressive therapy helps you learn to identify feelings and deal with them in new ways.

Helpful Information About the Unit

To maintain a safe, secure, and educational environment, please follow these guidelines:

A. Inventory Process and Dress Code

Upon admission, staff will perform a skin assessment and will inventory patients' belongings, including wallets, purses, and pockets. We recommend patients bring no more than three sets of clothing stored on the unit to help manage inventory and space.

Any prohibited/contraband items, hazardous materials, or items deemed unsafe will be secured in designated area and will be returned at time of discharge. Any illegal substances/items, firearms, ammunition, alcohol/liquor, drugs/drug paraphernalia, weapons or items deemed as a weapon that are found will be confiscated, destroyed, and/or given to security personnel. See more details in the Unit Guidelines and Contraband List section. Environmental rounding is completed once per shift with additional environmental searches completed at staff's discretion.

- When you are admitted, you will be given nonskid socks if you don't have acceptable footwear to wear outside your room.
- No items with controversial messages or slogans, for example those promoting alcohol, drugs, weapons, violence, gangs, or satanic cults.
- Belts, jewelry, and other accessories are prohibited.
- Any article of clothing that has a string is not allowed or the string must be removed.
- Saint Luke's North is not responsible for replacing valuables.
- Jackets or sweatshirts with hoods are prohibited.

B. Program Guidelines

Group discussions are an important part of our program. They offer you a chance to talk about and explore problems and concerns in a safe and therapeutic setting with others often dealing with the same concerns.

- Your participation in groups is an important part of your treatment.
- If you have something to say, raise your hand and wait for staff to call on you.
- Name-calling, arguing, blaming, or counter-confronting in group isn't allowed.
- There should be no side conversations with peers or talking unless you have been called on to participate in group.

- You are expected to show respect for staff and peers during group.
- You will be given reminders to follow the guidelines. If inappropriate behaviors continue, you may be asked to leave the group and return to your room. There may be some individual treatment assignments to make up for lost group time.
- Always remember to use "I think" and "I feel" statements when addressing others rather than statements like, "You make me feel." Statements that attack others make people feel defensive and create barriers to communication.
- While honest participation in groups is encouraged, gossip and "war stories" are not appropriate.
- Anything said in group needs to stay in that group. Respect the privacy and confidentiality of others.

C. Personal Responsibilities

1. Keep room neat and clean.
2. Keep/care for own clothing and personal belongings as allowed. Laundry facilities are located on the unit—staff is available for assistance.
3. Shower times are listed on the patient schedule, and linens are available at the nurse's station. Place your used/soiled linens and scrubs under your sink following your shower. Discuss with staff parameters and guidelines regarding quantity and availability of linens in patient rooms.
 - a. Standard linen in patient rooms include: two pillows with cases, one mattress sheet, one flat sheet, and one bedspread. This may be modified to address patient safety needs. Additional linen may be considered with physician's order.
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 or bare mid-drifts are allowed. Clothing with inappropriate language is also prohibited. Footwear and/or socks must be worn at all times. Clothing items not currently being worn will be secured in designated area.

Helpful Information About the Unit (continued)

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 your treatment plan.
11. Group therapy is an important part of treatment. Group attendance is expected.

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.
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, standing in other patient's doorways, or knocking on other patients' doors. Patients are to interact with other patients in the common areas only.
9. Entering "staff only" areas.

E. Meals

1. Patients will be served three meals a day with snacks during times specified on the unit schedule. Patients will receive one food item and one beverage during snack times.
2. All meals are served in the dining room. No food, trays, silver/plasticware, or dishes are allowed in patient rooms, unless special circumstances apply as deemed by staff.
3. Staff may call Nutrition Services to make changes on food trays if patients have food restrictions or issues with eating any food.
4. No outside food or drink is allowed on the unit. 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. Ordering food to be delivered to the unit is also not allowed.

F. Telephone Use

Limit phone calls to 10 minutes at a time. Patients may not keep their cell phones/smart watches with them—these will be kept in the designated area until time of discharge. Unit telephones are available on the unit for patient use.

To call out for local calls, dial "9" and then (area code) and then the number to be called.

To call out for non-local calls, dial "9" and then 1 + (area code) and then the number to be called.

Family and friends can be given the unit phone number for patients to receive phone calls to the unit. We may need to restrict the use of the phone at staff discretion, by patient's guardian, or patient choice. Patients are to obtain phone numbers from their personal cell phones upon admission and not accessed following this time unless special circumstances as deemed by staff. Patients are to provide those they wish to call with their personal privacy code*. Unit telephones are not accessible during group times, during a crisis, or after room time.

Adult Unit 2 East

Nurse's Station: 816-532-7160

Adult Unit 2 West

Nurse's Station: 816-532-7222

*Callers must have your Health Information Portability and Accountability Act (HIPAA) privacy code to contact you. You are responsible for providing your callers/visitors with your privacy code.

G. Visiting Process and Hours

Visitors must have your Health Information Portability and Accountability Act (HIPAA) privacy code to visit you. Patients are to provide the code to those they wish to visit.

Visiting hours are scheduled daily for friends and families to have time with patients on the unit. Visitors are limited to two visitors, 18 years of age or older, at a time.

- Saint Luke's North will not restrict, limit, or otherwise deny visitation privileges based on race, color, national origin, religion, gender identity, sexual orientation, or disability. Guardians have the right to withdrawal or deny visitation to anyone at any time
- Items brought during a visit will need to be checked by staff first. This is an important part of our safety and security policy to make sure you and those around you stay safe.

Helpful Information About the Unit (continued)

- There may be times when we need to change the visiting policy without notice because of public health guidelines (for example, the COVID-19 pandemic.)

Visitors are not allowed in the patient's rooms. Visiting occurs in designated common areas of the unit. Unless special circumstances apply as deemed by staff.

All visitors must complete the visiting process with staff when entering and leaving the unit. All items brought in will be checked by staff and designated visitor items will be placed in an assigned visitor locker. All belongings brought for patient must be checked in by staff.

No weapons or items deemed as weapons are allowed on the unit. Visitors are not authorized to bring items considered to be contraband, hazardous, and other unapproved items on the units. These items include but are not limited to:

- Electronic devices or recording devices, including mobile phones, cameras, laptops, etc.
- Sharp objects, including keys, pens, pencils, needles, toothpicks, glass, aluminum, etc.
- Tobacco products, smoking products, or sources of ignition (i.e. matches, lighter)
- Metal objects, including keys
- Jackets and hats
- Plastic bags, purses, wallets
- Food, candy, drinks

If a visitor is found with any illegal items, contraband, or unapproved items in the unit, their visitation access to the facility may become restricted. Visitors may also be restricted if physician/treatment team has determined and documented that a visit from a particular individual, or visits in general, are not clinically indicated.

For the safety of patients and visitors, Security personnel conduct a weapon's screening utilizing a handheld metal detection scanner.

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

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

H. Money and Valuables

Patients are not to keep money with them. Patients are encouraged to send any valuables such as jewelry, cash, credit cards, and checkbooks home with family members, or we may place them in a safe. The hospital will not be responsible for any items that are not placed in the safe or secured area. Patients review and sign the Patient Belongings sheet upon admission and discharge. Patients and visitors are not permitted to give money, personal belongings, or any other items to other patients on the unit.

I. 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 designated area until time of discharge.

J. Intervention Levels

To ensure patient safety, staff makes rounds a minimum of five 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, patients are to not spend free time around the nurses' station. Patients are not to discuss other patients with family or friends at any time.

L. Medications

You will not be able to use your own medications brought from home, except in special circumstances approved by your assigned provider and pharmacist. They will be sent home with family members or secured until you are discharged. All medications received during your length of stay on the unit must be ordered by Saint Luke's North physicians or Licensed Independent Practitioners (LIP)/Nurse Practitioners.

M. Appropriate Interaction with Other Patients

1. Patients are not to share personal information with one another or exchange phone numbers or email addresses, which includes social media.
2. Patients are to always demonstrate appropriate behaviors while on the unit—we encourage the use of healthy and respectful boundaries.

Helpful Information About the Unit (continued)

3. Patients are not to touch other patients in any way.
4. Patients nor their visitors should share clothing, other personal property, or rides with other patients.
5. Patients and their visitors are not permitted to donate or buy items for other patients.
6. Patients may not enter another patient's room at any time. Visit in the unit common areas only. If another patient has a phone call while you are using the phone, then ask staff for assistance.

N. Rooms

- You may not enter another patient's room. This will be strictly enforced.
- Destruction of unit property is strictly forbidden. Patients and/or family may be held responsible for damages.
- Room checks will be completed by staff during each shift (day and night) to ensure rooms remain free of unapproved and contraband items.

Other important information

- Please let the staff know if you fall, injure yourself, or experience any type of pain during your stay. Staff will work with you to promote comfort and will help you manage your pain.
- Sometimes staff may have to use therapeutic interventions when a patient is lashing out or losing control. Our staff is specifically trained to safely intervene, which may include using de-escalation skills and/or temporarily removing individuals to reduce stimulation and allow them to talk about their feelings.
- For situations that are more urgent in nature, the staff's interventions may include a brief physical hold and/or restraints for immediate safety threats. We will use the least restrictive and most therapeutic approach to work with each patient during these situations. Our staff members are experts and work to teach patients to use alternative and safe ways to express feelings and manage behaviors.
- Staff will teach coping skills to help patients regain self-control.

Unit Guidelines

- You are expected to be respectful of others' boundaries.
- Lying, cursing, or use of other inappropriate language is not acceptable.
- No rough play or play hitting is allowed.
- Feet are not allowed on the furniture.
- Tampering with staff's table/desk or the information boards is not allowed.

Contraband List

These items are not allowed in the patient's possession.

- **Weapons**—Firearms, ammunition, knives of any size, pepper spray/mace, stun gun/taser, saws, box cutters, handcuffs, brass knuckles, chains of any size (including key chains), ropes, cords, string, straps, clubs, chemical and/or poisonous agents, explosives, or items deemed as a weapon
- **Medications**—Prescription medications (including inhalants), over-the-counter medications, vitamins or supplements, herbal remedies, unmarked or unidentified powders or liquids, dried plant material

- **Alcohol/drugs**—Any type of alcohol or items containing alcohol, any liquid containing alcohol in the product (i.e. mouthwash, hair products, lotions, deodorants, etc.), and all illicit/street drugs or drug paraphernalia of any type
- **Sharp objects**—Razors, razor blades, scalpels, scissors, metal combs/picks, mirrors, mirrored compacts, nail clippers, metal nail files, cans (such as spray cans or aerosol cans), metal/aluminum can, can openers, ice picks, corkscrews, screwdrivers, hammers, or any other tools, sewing needles, knitting/crochet needles, craft needles/hooks, paper clips, safety pins, straight pins, staples, tacks, pencils, pens that unscrew or have springs, wire ties, metal spiral notebooks, metal notebooks/binders, books/magazines with staples and/or string, explicit books or reading materials/pictures, permanent markers, hard plasticware, sewing or craft items, or any other sharp or pointed objects that could inflict harm
- **Tobacco**—Cigarettes, cigars, smokeless tobacco, chewing tobacco, snuff, pipes, rolling paper, lighters, lighter fluid, matches, e-cigarettes/electronic cigarettes (vapes/vape containers), or any other tobacco products

Unit Guidelines (continued)

- **Food and drink**—Caffeinated beverages and hot coffee/tea are only permissible from nutrition services during mealtimes; visitors are prohibited from bringing in any food, candy, or drinks
- **Containers**—Any glass of any kind, metal, wooden, or aerosol containers and plastic bags (items with short zippers are acceptable unless there are unsafe circumstances as deemed by staff)
- **Hygiene, make-up, and cosmetics**—Metal nail files, manicure sets, nail clippers, tweezers, hairspray, curling irons, flat irons, hair dryers, hair clippers, metal combs, hair picks, rat-tail combs, combs with sharp “tails,” large/heavy-duty combs, large/heavy-duty hair brushes, hair accessories with metal parts, hair , bar soap and mouthwash (unless hospital provided), linens and pillows not provided by the hospital, or stuffed animals not provided by the hospital
- **Clothing**—Nylon stockings/pantyhose, tights, scarves, belts, heavy shoes, boots, steel-toed footwear, composite-toed footwear, high-heel shoes, short shorts, cropped tops, tank tops, drawstring items, suspenders, overalls, sashes, cords, shoelaces, ribbons, headbands, bandannas, ball caps/hats, sunglasses, jewelry, metal jewelry, ties, clothing hangers, long zippers, jackets or sweatshirts with hoods
- **Bags**—Any type of bag or purse, backpacks, briefcases, luggage, or umbrellas
- **Keys/ID**—Keys, forms of identification, social security card, non-prepaid telephone cards, legal documents (items deemed valuable may be secured in safe)
- **Money**—Cash, cashier’s check, credit cards, debit cards, money orders, checkbook, EBT cards, wallet, billfold, or coin purse (items deemed valuable may be secured in safe)
- **Mobility Aids**—Crutches, cane, walkers, or wheelchairs—these items may be given as an Assistive Device to the patient per physician’s order
- **Audio/visual** —Cameras, video cameras, recording devices, cellular phones, smartwatches, electronic reading devices (i.e. Kindle), pagers, PDAs, Blackberries, laptop computers, tablets/mobile digital device, iPods or MP3 players (unless hospital provided), DVD players and DVDs, compact discs and CD players, cassettes, headphones with or without wires, Gameboys, handheld video games, radios, typewriters, portable TVs, electrical appliances, or any electrical items with cords
- **Recreational and sports items**—Balloons, pool sticks, bats, any type of ball not provided by the hospital, jump ropes, exercise bands, sports/fitness equipment or items not provided by the hospital
- Any other items deemed hazardous and/or pose a safety risk as deemed by staff
- There may be exceptions to this list as deemed appropriate by assigned provider and/or treatment team

Patient Rights Statement

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

1. 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. Safe and sanitary housing
4. To not participate in non-therapeutic labor
5. Attend or not attend religious services
6. Receive prompt evaluation and care, treatment, habilitation, or rehabilitation about which the individual is informed insofar as the person is capable of understanding
7. 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 or guardian if a minor; no involuntary committed consumer shall be subject to experimental research, except as provided by statute
9. Decide not to participate or to withdraw from any research at any time for any reason
10. Access to consultation with a private physician at one's own expense
11. 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. A nourishing, well-balanced, and varied diet
15. To be free from verbal, physical, and sexual abuse

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 must assure the following standards are met in serving consumers:

1. Personal dignity and services considerate and respectful of personal values and beliefs
2. Information about hospital rules and regulations concerning conduct of consumers
3. Informed participation in decisions regarding treatment
4. Participation in treatment planning
5. Appropriate assessment and management of pain
6. Individualized treatment
7. Personal privacy and confidentiality of information
8. 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.

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.

What to Do When You Believe Your Rights Have Been Violated

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 always be respected. 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 seven 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 thinks you are being discharged too early, you may contact Livanta LLC at 1-888-755-5580, TTY 1-888-985-9295 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 Adult Abuse and Neglect Hotline
800-392-0210

Missouri Health Net Division Participant Services Unit
800-392-2161

Livanta LLC
10830 Guilford Rd, Suite 312
Annapolis Junction, MD 20701
1-888-755-5580
TTY 1-888-985-9295

**Department of Health and Human Services
for Civil Rights**

601 E. 12th Street
Kansas City, MO 64106
800-633-4227 | 816-426-7277

State Board of Healing Arts

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

**Office of Quality Monitoring Joint Commission on
Accreditation of Healthcare Organizations**

One Renaissance Blvd.
Oakbrook Terrace, IL 60181
800-994-6610
[jointcommission.org/contact-us](https://www.jointcommission.org/contact-us)

Missouri Department of Health and Senior Services

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

Missouri Protection & Advocacy Services

925 S. Country Club Drive, Unit B-1
Jefferson City, MO 65109
573-893-3333 | 1-800-392-8667
1-800-877-6916 (TDD)
mopasjc@earthlink.net

Mental Health Resources

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

National Suicide Prevention Lifeline: 800-273-8255

Suicide & Crisis Lifeline: 988

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

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

Mental Health American (formally known as: National
Mental Health Association): 800-969-6642 or
Mentalhealthamerican.net

Alcoholics Anonymous Association: 816-471-7229 or aa.org

Patient Satisfaction Survey

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

◆ **Contact us**

**Saint Luke's North Hospital - Smithville
Adult Psychiatric Unit**

601 South 169 Highway
Smithville, MO 64089

816-532-7220

saintlukeskc.org/Hospital-Smithville



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2022-10-BEHH-8851