

FOR YOUR CONVENIENCE

Money -for safekeeping, your money may be deposited in an account in your name at the Financial Services Office. In most cases you can keep up to \$35 per week with you. You can make small withdrawals weekly. If you need a larger amount for a special purchase, your social worker will make arrangements with the accounting office for the withdrawal with treatment team approval.

Clothing Room - Patients who are in need of clothing or shoes can obtain them from the Clothing Room when they are available. Please see Unit staff to request items needed.

Snacks and drinks - are available from vending machines in the lobby areas of the buildings, Snacks are provided by Dietary Services for all patients each evening. Staff are not permitted to bring outside food to patients.

The Library - is located adjacent the Rec-Hall. The library is a quiet place to visit and relax while you read. Books also can be checked out if you would like. Please return books so others may enjoy them.



COMMENTS & SUGGESTIONS

We welcome your comments and suggestions regarding your hospital stay at Moccasin Bend. When you are provided a Patient Satisfaction Survey, please feel free to write down your comments and suggestions on how we can serve you better.

AFTER YOU ARE ADMITTED

Treatment Team members will meet with you to help in designing the best possible plan for you. You will be asked to sign the final plan to show that you have been informed about it. If you have a community case manager, the case manager will work closely with you and your treatment team during your stay in the hospital.

Treatment Mall—All patients are encouraged to attend and participate actively in the Treatment Mall program. Groups offered in the Treatment Mall provide education, fun, and opportunities to talk with other patients and staff. Your groups will be decided by you and your Treatment Team during Team Meeting on your unit. If there is a particular group you would like to attend, please ask any member of your Treatment Team for a referral.

The **Social Worker** from your treatment team will talk with you and your family in order to understand your difficulties and to consider plans for both your treatment and discharge.

Team members will include physicians, nurses, social workers, Treatment team coordinator and may also include case managers, psychologists, psychiatric technicians, adjunctive therapist and a dietitians.

Where your first admitted will be assigned to one of the units in the Acute Treatment Program. Assignment to specific units is determined by an admission rotation.

Personal articles - it is strongly suggested that any valuables such as jewelry or important papers be left with your family and not brought into the facility.

Clothing...your needs will vary according to your length of stay and it may be best to have your family bring or mail what is needed. Street clothes are needed for daytime wear; pajamas and a robe are desirable for nighttime. Laundry facilities are available on each unit. Please limit clothing to 3 changes. All items brought into the hospital must be checked by staff to assure safety and appropriateness.

Moccasin Bend Mental Health Institute
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Chattanooga, Tennessee 37405
Phone: 423-265-2271
Fax: 423-785-3333

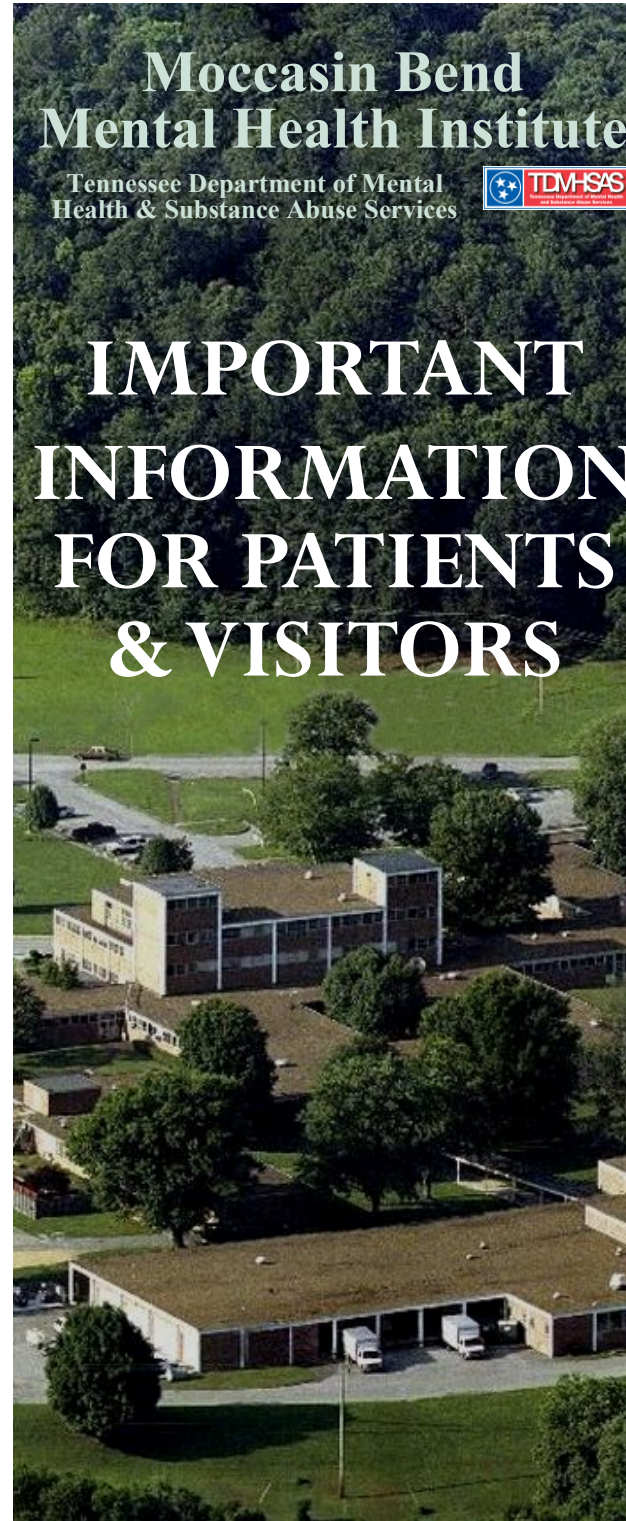
<http://tn.gov/mental/mhs/MoccasinBendMHI.html>

Moccasin Bend Mental Health Institute

Tennessee Department of Mental
Health & Substance Abuse Services



IMPORTANT INFORMATION FOR PATIENTS & VISITORS



WELCOME!

HELLO and welcome to Moccasin Bend Mental Health Institute.

Our goal is to provide exceptional service for you and your family, and we want you to be completely satisfied with all aspects of your care.

This GUIDE provides specific information for you about your hospital stay at Moccasin Bend. If you have any questions at all, or if you have suggestions on how we could better serve you, please contact your Charge Nurse, or the Moccasin Bend Patient Rights Advocate at 423-785-3301.

On behalf of the entire staff of Moccasin Bend Hospital, we wish you a speedy recovery. Thank you for the opportunity to provide for your health care needs.



PATIENT SAFETY

Everyone has a role in making health care safe. As a patient, you can make your care safer by being active, involved, and informed. Speak up if you have questions or concerns. If you still do not understand, ask again. Your health is very important.

Always make sure you are getting the right treatment and medications.

- Tell your doctor if something does not seem right.
- Expect staff to introduce themselves. Look for their identification badges.
- Hand washing is the most important way to prevent infections.
- Know what time of day you normally get medicine, and tell your nurse or doctor if you did not get it.
- Make sure the nurse checks your ID before giving you medicine or a treatment.

Educate yourself about your illness

- Learn about any tests you receive and your treatment plan.
- Look for information about your condition from your doctor, the library, websites, and support groups.
- Write down important information your team tells you.

Know what medicines you take and why you take them.

- Ask why you should take medicine and get the names of each one.
- Ask about side effects.
- If you do not recognize a medicine, double-check that it is for you.
- Whenever you get a new medicine, tell your doctors and nurses about allergies or negative reactions you have had to other medicines.
- Make sure your doctor and nurse know all medicine, prescribed and over the counter, that you are taking.

VIDEO MONITORING

Video Monitoring is utilized throughout the facility for the safety of patients, visitors, and staff.



FOR SAFETY—ITEMS TO LEAVE AT HOME

Some items which are not allowed include: Glass products, razors, scissors, nail files or clippers, keys, large amounts of money, any tobacco product, matches or lighters, any flammable products, weapons of any kind, alcohol products, drugs, cell phones, picture or recording devices, ropes, shoestrings, straps, cords, or belts..

GETTING READY FOR DISCHARGE: RELEASE PROCEDURES

The length of time you will be hospitalized depends on your individual treatment needs and your legal status. You will be discharged as soon as your psychiatrist and treatment team determine that you can safely live in a less restrictive environment. Plans for your discharge begin at admission and will be finalized as soon as all concerned agree that you are ready to leave the hospital. Your social worker can be especially helpful. Prior to discharge, he/she will refer you to a community provider for treatment on an outpatient basis or help you access housing & other resources as needed in the community.

VOLUNTARY ADMISSION (33-6-201 et seq.)

If you have been admitted as a voluntary patient and decide that you wish to leave, please talk with your psychiatrist and treatment team about the possibility of being discharged. You may also request in writing to be released by completing a form titled "Request for Release from Voluntary Hospitalization". If you complete this form, the hospital must release you within 12 hours of your request or at the time you requested, whichever is later, unless your condition merits changing your legal status to emergency involuntary. Your legal representative (such as your conservator) can also make a request for you to be released. To obtain the "Request for Release from Voluntary Hospitalization" form, just ask a staff member to give it to you.

EMERGENCY INVOLUNTARY ADMISSION (33-6-401 et seq.)

If you have been admitted to the hospital as an emergency involuntary patient, the hospital must notify the General Sessions Court judge of your admission and provide the basis for admission. The judge may either order your immediate release or order that you be held in the hospital for not more than five work days (not including weekends and holidays) for diagnosis, evaluation and treatment. If the judge orders that you be held, he/she must set a time and

place for a hearing to determine whether probable cause exists to hospitalize you. You, your attorney, and your spouse, adult next of kin, or conservator will be notified of the time and place of this hearing. (You may have your personal attorney represent you, or the court will appoint an attorney to represent you at the hearing.) You may be present at the hearing, and you may testify in your own behalf. At this hearing, the judge may either discharge you or extend your hospitalization for up to 15 calendar days. By the end of that 15 day extension, your psychiatrist must either discharge you or file a petition for judicial commitment if your condition makes it unsafe to discharge you. If your psychiatrist determines that you are no longer dangerous to yourself or others and can live safely in the community, you may be discharged either prior to the probable cause hearing or during the 15 day extension.

JUDICIAL HOSPITALIZATION (33-6-501 et seq or 33-7-303c)

If you have been hospitalized by judicial commitment, you will remain in the hospital until your psychiatrist and treatment team believe that you have recovered to the point that you can safely return to the community. If you do not agree with the court that you need to remain in the hospital, your attorney may file an appeal on your behalf. Once you have been hospitalized on a judicial commitment, your case must be reevaluated regularly by your psychiatrist to ensure you still meet commitment criteria. In addition, you have the right to request an independent psychiatric evaluation from a doctor outside the hospital 90 days after commitment and every 6 months thereafter. This ensures that you still meet commitment criteria. In some situations, a judge may have to review your discharge plan before you can be discharged. You also have the right to file a Writ of Habeas Corpus requesting to be released at any time. The Patient Rights Advisor can explain this process to you.

COURT ORDERED FORENSIC EVALUATION OR TREATMENT (33-7-301a or 33-7-301b)

If you were ordered to the hospital by the court for a forensic evaluation or for treatment following a forensic evaluation, you will be released back to the court at the completion of the evaluation and/or treatment. If you wish to be released, you should contact the attorney representing you in Criminal Court or the court ordering your hospitalization.

OTHER

If you were admitted under other legal statutes, the time frames, criteria, &/or process for your discharge may be different than above, as specified by law. Your treatment team, attorney, or the patient rights advisor can provide you with additional information.

TOBACCO-FREE CAMPUS

Moccasin Bend is a Tobacco-Free Campus. If you require nicotine replacement therapy, your clinician will be happy to prescribe it..

VISITING HOURS

Visiting Hours are 3:30 PM –7:00 PM seven days a week. All visitors must sign in at the main gate and obtain a visitors pass from security. The social worker or unit staff can inform you of visitation times or restrictions. To arrange for visitation at other times, please talk with your social worker. All patients have the right to consent and receive visitors they have designated, either orally or in writing, or withdraw or deny consent to receive specific visitors. Patients will be informed of clinical restrictions or limitations on visitation (if any) by their Treatment Team, Clinician, or Social Worker.

PRIVELEGES

Privileges will be ordered as your physician and treatment team feel your condition warrants. You will have to wear an arm band in a color that represents your privilege level. Types of privileges which may be ordered are:

- **Green Level** - (Green I.D Bracelets) - May go unescorted to the lobby area or activities. Patients are not permitted in the parking lot.
- **Blue Level** - (Blue I.D Bracelets) - May leave the unit in groups accompanied by staff,
- **White Level** - (White I.D Bracelets) Restricted to the unit.

TELEPHONES

Public telephones are available on your unit. If you need to call long distance, please ask for assistance from a staff member.

FOOD

Meals - are served in the Main Dining Room. The schedule for your dining area may vary slightly, but generally is:

- Breakfast: 6:30 A.M.- 7:00 A.M.
- Lunch: 11:30 A.M.– 12:00 P.M.
- Dinner: 5:30 - 6:00 P.M.

Meals are catered to the treatment unit for those patients not permitted to leave their unit.

Visitors may bring in food or snacks only for patients on the Sub-Acute units (Units 5 & 6).