

MTMHI



Middle Tennessee Mental Health Institute

*Revised
May
2022*

INFORMATION GUIDE



GENERAL INFORMATION

**This is Middle Tennessee Mental Health Institute...
a fully Joint Commission accredited facility,
serving the Middle Tennessee area since 1852.**

MTMHI is located at 221 Stewarts Ferry Pike, Nashville, TN 37214. The Institute is operated by The Tennessee Department of Mental Health and Substance Abuse Services. It serves as a resource providing inpatient psychiatric services for the citizens of 18 counties in Middle Tennessee.

Our mission

is to provide quality care to the patients and families we serve by meeting their needs and continuously striving to exceed their expectations.

Our vision

is to provide quality care and be recognized for excellence by professional agencies, the community, other healthcare providers, and, most importantly, the primary customers we serve-our patients and their families.

Quality

Quality Statement – Quality is achieved when staff of MTMHI works together to improve patient care by:

- Identifying our customers;
- Serving our customers by meeting their needs; and
- Satisfying our customers by exceeding their expectations.



Telephone References

Information Desk: 615-902-7400

Chief Executive Officer: 615-902-7540

Assistant Superintendent for Administrative Services: 615-902-7538

Assistant Superintendent for Program Services: 615-902-7754

Financial Services: 615-902-7428

Pastoral Services: 615-902-7583

Patient Rights Advisor: 615-902-7581

ADVOCACY RESOURCES

TN DEPARTMENT OF HEALTH ABUSE HOTLINE For licensed health care facilities - 1-877-287-0010

QSOURCE

(Complaints regarding quality of medical care or skilled nursing are paid by Medicare. Complaints should be submitted in writing.)

3175 Lenox Park Blvd., Suite 309 Memphis, TN 38115; 1-800-489-4633

TN DEPT. OF HEALTH: 615-741-5879

PATIENT CARE ADVOCATE HOTLINE: 1-800-722-7901

TENNCARE PARTNERS ADVOCACY LINE: 1-800-758-1638

TN ALLIANCE FOR THE MENTALLY ILL: 615-361-6608

TN DEPT. OF HUMAN SERVICES

(Protective services for adults and children)

1000 2nd Avenue, North Nashville, TN 37202-1135

TN DEPT. OF MENTAL HEALTH & SUBSTANCE ABUSE SERVICES

Andrew Jackson Building 6th floor

500 Deaderick Street

Nashville, TN 37243

532-6500

Email: OCA.TDMHSAS@tn.gov

Office of Consumer Affairs Hotline: 1-800-560-5767

INSTITUTE INVESTIGATOR OF ABUSE/NEGLECT 615-902-7474

DISABILITY RIGHTS TENNESSEE Formerly TN Protection & Advocacy)

P. O. Box 121257

Nashville, TN 37212-1257

1-800-342-1660; En Español: 1-800-287-9636 Ext. 26; Voice/TTY: 1-888-852-2852

Website: www.disabilityrightstn.org

THE JOINT COMMISSION

Email:

patient_safetyreport@jointcommission.org

or

www.jointcommission.org/resources/patientsafetyevent

or

1-800-994-6610

Speak Up™ To Prevent Infection



1. Clean your hands ...

- Use an alcohol-based hand sanitizer.
- Use soap and water if your hands are visibly dirty.
- Clean your hands before eating or touching food.



2. Remind caregivers to clean their hands ...

- As soon as they enter the room.
- This helps prevent the spread of germs.
- Your caregivers may wear gloves for their own protection.



3. Stay away from others when you are sick ...

- If possible, stay home.
- Don't share drinks or eating utensils.
- Don't touch others or shake hands.
- Don't visit newborns.



4. If you are coughing or sneezing ...

- Cover your mouth and nose.
- Use a tissue or the crook of your elbow.
- Clean your hands as soon as possible after you cough or sneeze.
- Ask for a mask as soon as you get to the doctor's office or hospital.
- Keep a distance of about 5 feet between you and others.



5. If you visit a hospital patient ...

- Clean your hands when entering or exiting the hospital.
- Clean your hands before going in or out of the patient's room.
- Read and follow the directions on signs posted outside the patient's room.
- You may be asked to put on a mask, gloves, a paper gown, and shoe covers.
- If sanitizer wipes are in the room, read the instructions. Some wipes are only for cleaning equipment and surfaces, and are not safe for skin.
- If you are unsure about what to do, ask the nurse.



6. Get shots to avoid disease ...

- Make sure your vaccinations are current — even for adults.
- Help prevent diseases like the flu, whooping cough and pneumonia.

AFTER YOU ARE ADMITTED

Treatment Team... members will meet with you to design 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.

The social worker... from your treatment team will talk with you and your family to understand your difficulties and to consider plans for both your treatment and discharge.

Team members... may include a physician, psychiatric nurse, psychologist, social worker, case manager, psychiatric technician, adjunctive therapist, dietitian, and chaplain.

Where you will stay... when you are first admitted you will be assigned to one of the units in the Acute Treatment Program.

Charges and Reimbursement... Tennessee laws require the Institute to charge for its services after you are admitted, but no one is denied admission or treatment because of inability to pay. The Institute's Financial Services Department will assist you with any involvement that is necessary, which pertains to the Social Security Administration, Medicare, TennCare, or a private insurance company. They will also verify any insurance coverage you may have.

WHAT YOU SHOULD KNOW

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. Potentially harmful items such as medication, matches, lighters, glass objects, razor blades or nail files are not allowed. You will be provided with a personal hygiene kit that includes the following items: toothbrush and holder, deodorant, shampoo, soap and a comb.

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.

Money... for safekeeping, your money will be kept by security and may be deposited in our patient trust fund bank account by Financial Services. You should not need money while you are an in-patient here. Your money will be returned at the time of discharge in the form of a check or cash depending on the amount. If you had a check with you at the time you were admitted, the check will be kept with your property and given back at discharge. If you have unexpected needs for funds, please consult with your social worker.

Meals...are served on each residential unit. Though the schedule for your dining area may vary slightly, the schedule for all units generally is:

Breakfast..... 7:00 - 8:00 A.M.

Lunch..... 11:30 A.M. - 12:30 P.M.

Dinner.....5:00 - 6:00 P.M.

Visiting Hours... are different for each program. Visiting Hours on the Acute Treatment Program continue to be halted due to the COVID-19 Pandemic for the safety of patients and staff. Visiting Hours on the Extended Treatment Program are resuming under new Guidelines during the current phase of the COVID-19 Pandemic. Please see your Unit Social Worker for these dates and times. **No one under 18 may visit without permission from the Treatment Team.**

Privileges... will be ordered as your physician/APN and treatment team feel your condition warrants. Types of privileges which may be ordered are:

Supervised - you may leave the unit accompanied by staff

Limited – you will be allowed to go unescorted to certain parts of the building such as the commissary

Full - Patients with Full Privileges may have all of the privileges described above in Limited Privileges, and in addition may go outside the building near the gazebo (the area between the outside door and the bushes that encompass the gazebo) during “outside privilege hours only” when it is supervised.

Executive – Patients with Executive Privileges may have all of the privileges described above in Full Privileges, and in addition may walk unescorted outside on the sidewalks and sit in the gazebo area unattended until dusk or 7 p.m., whichever is earlier. Enter the front lobby through the locked door and order meals out any day.

Mail... is delivered once a day. It will be returned to the sender if it cannot be delivered. All mail should contain your name and your unit.

Telephones... Each unit has specified phone times when patients may use hospital phones for personal calls. Times are posted on each unit. If you need to call long distance, please ask for assistance from the Social Worker.

Business transactions... between patients and Institute employees are strictly prohibited. Staff is also prohibited from accepting gifts of value from patients or families.

Medication... should not be brought with you to the Institute. Any medications which are not immediately sent home with family or friend will be held in a secure locker in our security department.

Smoking... MTMHI is a smoke-free facility. Smoking is NOT allowed anywhere on campus by patients, staff, or visitors.

Fires... should be reported immediately to the unit personnel. There will be periodic fire drills during which you will be instructed by unit personnel on what to do in case of a fire. *If you see any hazard such as damaged equipment or frayed electrical cords, please report it immediately to unit personnel.*

Televisions... are provided in the activity rooms on each unit for all patients. The unit team selects the hours it can be used. Notify the unit personnel if the television is not working properly.

Personal hygiene items... such as toothbrush, toothpaste, comb and shampoo can be obtained from staff on your unit until your family or friends can bring your toiletries.

FOR YOUR CONVENIENCE

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

Snacks and drinks... You may visit the vending machines when you earn privileges off the unit. Staff is not allowed to purchase items for you. Food brought by families is not allowed on the acute units. You may eat in the mall with your visitors once you earn off unit privileges.

Patient Library... is located between Units D and E. The library is a quiet place to visit and relax while you read. Books also can be checked out for two-week periods. Please return books so others may enjoy them.

PASTORAL SERVICES

A Chaplain is available every week day through his rounds to every unit. Chaplain is available for personal counsel with patients on an individual basis by request. Those requests can be via phone at 615-902-7583 or through Unit Staff that can reach the Chaplain via email. The Chaplain holds devotional services in every unit weekly. The Chaplain can provide the Holy Bible, Large print Bibles, Spanish Bibles, Qurans, and the Book of Mormon. Chaplain can provide prayer rugs for Islamic patients, but they are also for community use. The Chaplain may also aid a patient's personal pastor or religious leader when he/she wishes to visit. The Chaplain will make the best efforts to accommodate every spiritual request by reaching out to other faiths and organizations that can fulfill the patient's need. *If the patient, the pastor, or a family member wants to see a chaplain, ask a member of the unit staff to contact the Chaplain at 615-902-7583.*

MEET THE STAFF

Psychiatrist/APN... Your psychiatrist/APN is the leader of your Treatment Team. They will direct your treatment and prescribe any medications you need. Only a doctor can admit or discharge you.

Physician... Physicians/APNs, nurse practitioners, and physician assistants are available to assess and treat any physical needs that should arise while you are a patient here. You may be transferred temporarily to a medical hospital if your condition warrants it.

Nursing Staff... Registered nurses, licensed practical nurses and psychiatric technicians are included in this group. They will be working with you most often on the unit to carry out the plans made for you by your Treatment Team. Nurses will give you any medicine prescribed for you. Members of the nursing staff are available 24 hours a day to help you and to answer your questions. Some units have Clinical Nurse Specialists (CNS's) who are advanced practice psychiatric nurses who serve as psychotherapists and provide individual, group, and family therapy and education. Licensed Independent Practitioners (LIPs) perform physical assessments and prescribe medications for medical problems under the supervision of the Medical Director (MD).

Social Workers... Each Treatment Team has Social Workers who gather necessary information from you and other people who are important to your life. They use this information to work with you in making treatment and discharge plans that are appropriate for you. Your social worker may work with you individually, in a group, or in regular meetings with you and your family. Social Workers will help put you in touch with other community resources for outpatient treatment, housing, and other needs. *If you have a case manager outside the hospital, your case manager may come to talk with you and your treatment team while you are in the hospital. The case manager is part of your treatment team and is involved in treatment and discharge planning for you.*

Psychologist... Some psychologists serve as psychotherapists and provide individual, group, and family therapy. They also administer psychological testing which can help you and your treatment team in understanding your problems.

Adjunctive Therapist... A recreation therapist will meet with you within a few days after admission to do an activity assessment. Most adjunctive therapy groups will take place on the Treatment Mall; however, other leisure time activities within the hospital include ceramics, gym, games, library, a pool table and barber and beauty shop.

Vocational and Occupational Therapist... Services are available upon referral from the Treatment Team for daily living, work and motor skills training. Speech and hearing services are also available by referral.

Registered Dietitian... The Dietitian assesses your dietary needs and plans meals that are healthy. Should you require a special diet, they will plan your meals as your doctor prescribes.

Patient Rights Advocate... The Patient Rights Advocate is here to represent your interests and to protect your rights. If you have a problem or a complaint regarding your treatment and cannot get it resolved through the treatment team staff, you can take it to the Patient Rights Advocate. The Patient Rights Advocate office is across from the chapel or you can call 615-902-7581 or ask a member of the nursing staff to contact the Patient Rights Advocate for you.

Students... MTMHI is proud to serve as a training site for medical, nursing, social work, psychology, clinical dietitians and other students from area Universities. All students are supervised by qualified instructors as well as by the Institute; however, you may refuse to have a student participate in your care if you wish.

TREATMENT MALL

The Journey to Recovery Treatment Mall provides treatment groups for all MTMHI patients. Patients leave their units and attend the Mall on a daily basis Monday- Friday for approximately 3 hours. Groups run 20 to 40 minutes and are designed to assist patients through education for illness management and recovery, overall fitness and a healthy lifestyle.

Group leaders include: nurse practitioners; nurses; psychologists; social workers; treatment team coordinators; adjunctive therapists; occupational therapists; vocational rehabilitation staff; chaplain; patient advocate; pharmacists; and dietitians.

Group programming for patients requiring short-term stay at the hospital includes crisis management and recovery.

YOUR RIGHTS AS AN MTMHI PATIENT

1. You have the right to access services at this hospital, if you meet admission criteria, without regard to race, color, national origin, ethnicity, culture, language, religion, sex, sexual orientation, gender identity, age, disability, military service, socioeconomic status, or financial resources. Room assignments and transfers are made based on clinical reasons and in a non-discriminatory manner.
2. Unless you have been determined by a court to be incompetent, you maintain the right to dispose of property, execute instruments, make purchases, enter into contractual relationship, give informed consent to treatment, and vote. These rights cannot be taken away from you based solely on your admission to this hospital.
3. You have the right to be treated with consideration, respect, and dignity.
4. You have the right to humane care and treatment including recognition and protection of your personal dignity, receiving medical care and other professional services.
5. You have the right to personal privacy. There may be times when staff will need to assist you with personal hygiene activities or during medical/nursing treatments.
6. You have the right to be accorded privacy and freedom for the use of bathrooms at all hours (with staff presence when there is a safety concern).
7. You have the right to safe care in a safe environment. If you identify any safety concerns, please notify staff immediately.
8. You have the right to be protected from neglect; from harassment; from physical, verbal, and emotional abuse; from corporal punishment; and from all forms of exploitation.
9. You have the right to refuse to work for or on behalf of the hospital.
10. You have the right to be free from seclusion and restraints imposed as a means of coercion, discipline, convenience, or retaliation by staff. Any use of seclusion or restraint will be determined by a physician, nurse practitioner, or physician assistant. Seclusion or restraint will be utilized only when necessary to protect your safety or the safety of others.

11. You have the right to confidentiality of information in your medical record and of communications by you to staff.
12. You have the right to limit the release or disclosure of information about you.
13. You have the right to access your medical record, unless access is restricted or prohibited by law or it is determined that your having access to it puts you or another person at substantial risk of serious harm.
14. You have the right to request that your medical record be amended. If the hospital does not agree with your request, you have a right to file a concise statement of the reasons for your disagreement with the record.
15. You have the right to participate in the development and review of your treatment plan.
16. You have the right to receive information about proposed and alternative treatment interventions and goals. You have the right to question and expect an answer regarding any concerns you have related to your treatment.
17. You have the right to be informed about your health status, diagnosis, prognosis, and the course of treatment.
18. You have the right to receive information needed in order for you to make informed decisions regarding your treatment.
19. You have the right to make informed decisions regarding your treatment, unless you have been determined to lack the capacity to make these decisions. You also have the right to refuse treatment in accordance with applicable law and regulations.
20. You have the right to formulate, review, and revise your advance directives. Please note that you cannot formulate a Declaration for Mental Health Treatment while you are hospitalized.
21. You have the right for hospital staff to comply with your advance directives. Please note that a Treatment Review Committee (TRC) may authorize mental health treatment that is different from your Declaration for Mental Health Treatment and that a physician may authorize treatment that is different in an emergency situation.
22. You have the right to pain management. Please inform unit staff if you are experiencing pain. Work collaboratively with the physicians and nursing staff to evaluate options for managing your pain.
23. You have the right to have free use of common areas in the facility in accordance with your privilege level, with due regard for privacy, personal possessions, and the rights of others.
24. You have the right to receive visitors of your choice during regular visiting hours. You can also decide that you don't want visitors. Any limitation on your ability to have visitors must be approved by your psychiatrist and addressed in your treatment plan.
25. You have the right to have a family member or other person of your choice and your physician notified of your admission.
26. You have the right to communicate orally with your family, attorney, personal physician, minister, and the courts. You have the right to associate and communicate privately with persons of your choice, including receiving visitors at regular visiting hours.
27. You have the right to send and receive uncensored mail with your family, attorney, personal physician, minister, and the courts. All other incoming mail or parcels may be read or opened before being delivered, if the chief executive officer believes the action is necessary for your physical or mental health or may otherwise be harmful. Mail or other communication that is not delivered to you shall be returned immediately to the sender.
28. You have the right to effective communication, receiving information in a manner you understand.
29. You have the right to receive information about the staff responsible for and providing your care, treatment, and services.
30. You have the right to religious expression. If you need religious or spiritual services or accommodation, please inform your treatment team.
31. You have the right to give or withhold consent to produce or use recordings, films, or other images of yourself for purposes other than your care. Please note that this hospital utilizes cameras in public areas, including public areas on the patient care units. The use of these cameras is a part of our efforts to provide a safe environment for staff and patients. Access to the recordings from these cameras is limited to staff designated by the chief executive officer.

32. You have the right to request cessation of the production of the recordings, films, or other images and the right to rescind consent before the recording, film, or image is used.
33. You have the right to be fully informed and to give informed consent prior to participating in a research project or clinical trials. You also have the right to refuse to participate in research or clinical trials, without affecting your treatment in any way.
34. You have the right to privacy, confidentiality, and safety in regard to any participation in research or clinical trials.
35. You have the right to voice complaints to hospital staff. Hospital staff will review your complaints and attempt to resolve your issues in a timely manner. The process to follow to file a complaint is attached.
36. You have the right to voice complaints to outside agencies. You can contact the Joint Commission by calling 1-800-994-6610, e-mailing patientsafetyreport@jointcommission.org or accessing the Joint Commission's web site at <http://www.jointcommission.org/resources/patientsafetyevent>. You can contact the Disability Rights of Tennessee by calling 1-800-342-1660 or via the website www.disabilityrightstn.org. You may also file a complaint with the Department of Mental Health and Substance Abuse Services (the agency that licenses this hospital) by either calling 1-800-560-5767, by e-mailing OCA.TDMHSAS@tn.gov, or by writing the Department at 500 Deaderick Street, Nashville, TN 37243.
37. You have the right to access protective and advocacy services. Contact information is posted on each hospital unit.
38. You have the right to be assisted in the exercise of your civil rights. Please ask staff to notify the Patient Rights Advocate (PRA) if you need assistance.
39. You have the right to have a family member, friend, or other individuals be present with you for emotional support during your hospitalization unless the individual's presence infringes on other's rights, safety, or is medically or therapeutically contraindicated to you or others who are receiving treatment at this facility. Regular visitation hours at this facility are limited due to COVID. Please see your unit schedule for visitation. Requests for visitation outside these hours is generally limited to extraordinary circumstances, as determined by your Treatment Team and the facility administration. Requests for visitation outside normal hours must be made to and approved by the Treatment Team. All restrictions on visitation imposed by the RMHI are necessary to provide a safe and therapeutic environment and are intended to optimize treatment conditions for all patients.

YOUR RESPONSIBILITIES AS A MTMHI PATIENT

1. Be direct, honest and provide accurate and complete information to the treatment team about your health history and treatment needs or concerns.
2. Provide information to your treatment team re: how to contact family or other persons in the community who have information or resources which will assist them in providing the best possible care for you.
3. Participate in treatment planning and work with your treatment team to adapt your treatment plan to meet your specific needs. Your input is very important in developing a treatment plan that will work for you.
4. Work cooperatively with your treatment team in their efforts to provide care, treatment, and services that will allow you to be discharged as soon as possible. You are responsible for your own actions if you refuse treatment or do not follow your treatment team's instructions.
5. Give us feedback about your treatment plan, services, unexpected changes in your condition, and any additional needs you may have.
6. Understand your health situation, both medical and psychiatric. Please ask questions if you do not understand your care or what you are expected to do.
7. Comply with the rules and policies of the hospital and abide by the laws and rules of the State of Tennessee.
8. Be considerate of other patients and respect their rights, including their right to privacy.
9. Respect the property of other patients, as well as the property of staff members and of the hospital.

10. Conduct your behavior in a safe manner. If you see a safety/health hazard in another person's behavior or in the environment, promptly report this to unit staff.
11. If you are afraid of anyone or any situation, it is your responsibility to ask for the charge nurse.
12. You and your family are urged to communicate concerns about safety issues that occur before, during, and after care is received at this hospital. Immediate safety issues should be reported to unit staff for intervention. Further concerns about safety issues may be reported to the Patient Rights Advocate or the treatment team.
13. This hospital seeks to recognize and respond as soon as a patient's condition appears to be worsening. Should you or your family member have concerns about your condition or another patient's condition, please inform a nurse. The nurse will assure that the patient's condition is assessed and provide appropriate care.
14. Refrain from making unreasonable demands upon the staff caring for you.
15. Communicate with staff and other patients in a respectful manner, maintaining civil language.
16. Provide information necessary for insurance processing and be prompt about asking questions you may have concerning your bill.
17. You are expected to provide adequate physical care for yourself (such as grooming, bathing, and dressing).
18. You are expected to carry out such normal housekeeping tasks as would be appropriate if you were at home (such as making your bed and keeping your belongings neat).
19. Inform the hospital as soon as possible if you believe any of your rights have been violated, if you believe you have been treated unfairly, or if there is any situation that causes you to feel unsafe or threatened in any manner. Talk to unit staff, your treatment team, or the Patient Rights Advocate (PRA). You may also file a grievance. (The process to follow to file a grievance is attached).
20. If you believe you are a victim of neglect or abuse you may contact the Facility Investigator (see number posted on the unit). Or you may talk with unit staff, your treatment team, or the Patient Rights Advocate (PRA), who will then notify the Facility Investigator.

LENGTH of YOUR STAY

The length of time you stay... depends on your individual needs and legal status. Plans for your discharge begin at admission and will be finalized as soon as all concerned agree that you are ready. Your social worker can be especially helpful. He or she will refer you to a community provider for treatment on an outpatient basis, or help you access housing and other resources as needed in the community.

Emergency Commitment (33-6-404) ... Within 24 hours the Institute must notify the General Sessions Court Judge of Davidson County providing the basis for admission. The Judge may either order your immediate release or order that you be held in the Institute for not more than five workdays (not including weekends and holidays) for diagnosis, evaluation, and observation.

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 and your attorney 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 doctor must either discharge you or file a petition for judicial commitment if your condition makes it unsafe to discharge you.

Regular Judicial Commitment (33-6-part-5) ... If you have been hospitalized by judicial commitment, you will remain in the Institute until the staff believes 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 Middle Tennessee Mental Health Institute, your attorney may file an appeal on your behalf.

Once you have been placed in the Institute on a regular commitment your case must be reevaluated regularly by your treating physician 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. You 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.

Other... If you were admitted under other legal statutes, the time frames for your discharge may be determined by law. Your treatment team, attorney or the patient rights advisor can provide you with additional information.

Procedure at Discharge

At the time of discharge, you will be asked to go to the Financial Services Office to close out your account and pick up your valuables. Your social worker will meet with you and give you information about your aftercare, including your follow-up appointment. You will be asked to sign various discharge-related forms, including a release of information form which allows us to give clinical information to your aftercare provider. A nurse will meet with you to give you your discharge instructions.

You will be escorted to the Pharmacy to pick up your discharge medications. You will be asked to sign the Responsibility Sheet indicating that you have been discharged. If your family or friends are picking you up, they may also be provided with information about your medications and aftercare arrangements. Times for discharge can be arranged with the charge nurse or social worker.

We hope you feel your stay has been a positive experience and would greatly appreciate you taking a few moments to tell us what you think of our services by completing the Patient Satisfaction Survey form. The social worker will give it to you with the discharge

Instructions for Filing a Grievance

MTMHI Staff... MTMHI staff, regardless of position or title are required to listen to patients' complaints involving concerns and take immediate action(s) to correct or resolve the concern to the patient or the patient's representative's satisfaction.

In cases when the patient/representative is not satisfied with the resolution of their complaint or wishes to put the complaint in writing, the patient/representative shall be referred to a member of the patient's treatment team (physician, nurse, or social worker), who will provide them with a Grievance Form; and, if necessary, give assistance in completing the form.

After the Grievance form is completed, the treatment team member shall place the Grievance Form in a sealed envelope and forward the form to the Patient Rights Advocate. If the grievance alleges abuse, neglect, or mistreatment, the assigned Facility Investigator will be contacted immediately.

(Note: MTMHI staff do not utilize E-mail as a method of responding to patient complaints/grievances, even if the grievance was received by E-mail.)

If You're A Patient/Family Member/Representative... To express concerns to Middle Tennessee Mental Health Institute regarding the quality of care you received, please complete the Grievance Form and return it to MTMHI staff in person. Please give information about your grievance and tell us how you would like the grievance to be resolved.

-OR-

Contact the Office of Patient Rights Advocate by phone, fax, or US Mail:

Call 615-902-7581

Calling hours are 8 a.m. - 4:30 p.m. weekdays. At other times, please contact the Hospital Operator at (615) 902-7400 and ask for the hospital administrator on call.

Fax 615-902-7407 or Send a Letter (US Mail):

Middle Tennessee Mental Health Institute

221 Stewarts Ferry Pike

Nashville, TN 37214

Once you send this Form or contact the Office of Patient Rights Advocate... Within seven days of receiving the Form, MTMHI will respond to your complaint. If MTMHI cannot resolve your grievance within seven days, MTMHI will inform you by letter of the actions we are taking to resolve your grievance and within 30 days we will let you know the resolution to your grievance with the name of a contact person should you have any additional concerns.

PERSONAL USE SHEET

My Doctor is:

My Social Worker is:

My Social Worker's Phone number is:

My Unit Nursing Station Phone number is:

All mail should be addressed to you as follows:

Your Name & Unit
Middle Tennessee Mental Health Institute
221 Stewarts Ferry Pike
Nashville, Tennessee 37214

