



# CHILD INPATIENT HANDBOOK



PENNSYLVANIA  
PSYCHIATRIC INSTITUTE

A Collaboration of Penn State Health & UPMC Pinnacle

**This book belongs to** \_\_\_\_\_

**My room is on the 4th Floor Landis Building at the Pennsylvania  
Psychiatric Institute**

My Room Number is \_\_\_\_\_

My PIN Number is \_\_\_\_\_

My Psychiatrist is \_\_\_\_\_

My Care Coordinator is \_\_\_\_\_

**Unit Phone Number**

4 Landis: (717) 782-2320

---

## **RESOURCES**

**Suicide Prevention Life Line:** 1-800-273-TALK (8255)

**Crisis Intervention:**

Dauphin County: (717) 232-7511

Cumberland County: (717) 763-2222

Lancaster County: (717) 394-2631

York County: (717) 851-5320

**Alcoholics Anonymous:** (717) 234-5390

**Domestic Violence Hotline:** 1-800-932-4632

# Welcome

---

Welcome to Pennsylvania Psychiatric Institute (PPI). We are here to serve you and are confident you will be very satisfied with the services we offer.

At PPI, we offer Trusted Experience and Compassionate Care. We strive to make your experience with us a positive one and know that we can always do better. It is important that you complete the patient survey that you receive prior to your discharge so that you can tell us where and who exceeded your expectations and where we fell short of your expectations. Your input helps us improve the quality of care we provide in the hospital.

Enclosed in this handbook you will find various materials; PPI Resource Card, Patient Rights and Responsibilities, Health Insurance Portability and the Accountability Act of 1996 (HIPAA), Decide for Yourself Advance Directives Brochures and a location card for future use. If you have questions, Please contact us at 1-866-746-2496

Again, welcome to the Pennsylvania Psychiatric Institute. Please let us know what we can do to make your experience a positive one.

Sincerely,  
Kimberly Feeman, MHA  
*Interim Chief Executive Officer*

Welcome to Pennsylvania Psychiatric Institute (PPI). I am glad you have decided to seek care with us. Whether you are suffering from depression, anxiety, or other emotional symptoms, our goal is to relieve your emotional pain, reduce your stress, and help you cope with your problems. PPI has competent, caring physicians and therapists. Psychiatrists will provide medications if you need them, and therapists will talk to you about your problems in greater depth. Our goal is to find out what is troubling you in order to identify the best treatment for you. People who are admitted to the hospital receive individual and group therapy. In addition, we offer more specialized treatments like electroconvulsive therapy for depression symptoms that have been difficult to control. Outpatients are typically treated by both psychiatrists, and therapists. Our hope is that you will leave here feeling better and more able to cope with the world around you. We see a number of patients on a longer-term basis as well. We hope your entrance into PPI is the beginning of your journey to recovery.

Elisabeth J. Kunkel, MD  
*Chief Medical Officer*

# *Vision* *Mission* *Values*

## **MISSION**

Pennsylvania Psychiatric Institute (PPI) is committed to providing a wide range of high quality behavioral health services. PPI is dedicated to providing clinical excellence, diverse education, research, and community collaboration in a manner that evolves to meet the changing behavioral health care needs of the region.

## **VISION**

The vision of Pennsylvania Psychiatric Institute (PPI) is to be the trusted leader in delivering highest quality behavioral health services, education, and research.

## **VALUES**

**Integrity:** We will do the right thing even when we are not being watched.

**Respect:** We will show regard and consideration to all.

**Safety:** We will take deliberate actions to minimize risk for personal harm or danger.

**Teamwork:** We will cooperate and coordinate all efforts.

**Responsiveness:** We will take deliberate actions based on the needs of the region.

**Dignity:** We will guard a person's reputation and encourage the development of his or her self-worth. We will also behave in a way that only brings honor to the organization.



P E N N S Y L V A N I A  
P S Y C H I A T R I C I N S T I T U T E

A Collaboration of Penn State Health & UPMC Pinnacle

# TABLE OF *Contents*

---

Welcome .....	3
About Your Care Team .....	5
Visitor Guidelines .....	6
General Information and Expectations .....	8
Admission .....	8
Personal Belongings .....	9
On the Unit .....	10
The Rules .....	12
Speak Up - Five Things You Can Do To Prevent Infection ..	14
Interpreters Available .....	15
Your Rights and Responsibilities .....	16
Mental Health Advance Directives .....	20
Advance Health Care Directives .....	21
Bill of Rights .....	23
Daisy Award Form .....	25
Notes .....	26





PENNSYLVANIA  
PSYCHIATRIC INSTITUTE

A Collaboration of Penn State Health & UPMC Pinnacle



**Dear Parent/Guardian,**

Welcome to Pennsylvania Psychiatric Institute's Child Inpatient Unit on 4 Landis. We, the staff of 4 Landis, know this is a difficult and stressful time for you, your child, and your family. We want to make your experience and your child's stay as comfortable and stress free as possible.

- In the first few days after admission, a Care Coordinator (Master's level prepared Social Worker) will be contacting you to set up a family session where you will have the opportunity to further address and discuss your child's treatment, including medication and discharge planning. This session will last approximately 45 minutes, but may vary depending on you and your child's specific needs.
- Upon admission, you will complete a list of those whom your child may visit with and talk to on the phone. Please note that for the treatment of your child and others, we do limit visiting to 2 visitors at a time and visitors are limited to parents/primary caregivers, grandparents, clergy, and siblings. If the child's guardians are divorced, we do ask that you show evidence of custody for visitation and treatment purposes.
- Family is the most important foundation of emotional support and comfort for children. Your involvement in your child's treatment is highly valued. We encourage you to visit with your child at a time that is convenient for you between the hours of 8 am – 8 pm. Please see a staff member for your child's assigned schedule during the day to avoid interference with school and group therapy. If you are experiencing financial hardship, please speak with the care coordinator regarding options for transportation to and from the hospital.

The Treatment Team Staff strongly believes that every child deserves family and child-centered care from a multi-disciplinary team. During your child's stay, he/she will be assigned a Psychiatrist and Care Coordinator, and will meet with the Treatment Team daily. He/she will also collaborate with Licensed Therapists, Behavioral Health Specialists, and Registered Nurses to work towards achieving treatment goals.

If you have questions regarding your child's care, please call the nurse's station at 717-782-2320 to speak with a staff member. If your questions cannot be answered at this time, an additional family session may be scheduled pending availability. Also, when a crisis arises, you can be connected to a skilled, trained counselor at a crisis center in your area 24/7 by calling 1-800-273-TALK (8255).

Sincerely,

4 Landis Staff

pin # \_\_\_\_\_





# About **YOUR CARE TEAM**

## **Pennsylvania Psychiatric Institute has experienced staff to assist you during your stay.**

We aim to improve your mental and physical well-being by:

- Increasing coping skills
- Increasing social skills.
- Increasing problem-solving and assertiveness skills.
- Develop and improve daily living skills.
- Educating your family members in understanding mental illness and their role in your treatment.

## **Members of Your Care Team may include:**

### **Psychiatrist**

Psychiatrists are trained in the medical, psychological, and social components of mental, emotional, and behavioral disorders and utilize a broad range of treatment modalities, including diagnostic tests, prescribing medications, psychotherapy, and helping patients and their families cope with stress and crises.

### **Internal Medicine Physicians**

Internal Medicine Physicians typically treat adults and specialize in the prevention, diagnosis and management of disease and chronic conditions. Internal Medicine physicians may consult with other doctors based on your health history.

### **Nocturnist and Residents**

A Nocturnist is a hospital-based physician who only works overnight. Most nocturnists are trained in internal medicine or family medicine and have experience in hospital medicine. However, there are nocturnists trained in other specialties, such as pediatrics.

A **Resident** is a physician (one who holds the degree of M.D. or D.O.) who practices medicine usually in a hospital or clinic under the direct or indirect supervision of an attending physician.

### **Medical Assistants**

Medical Assistants perform a variety of direct and non-direct patient care activities. Medical Assistants are responsible for assisting physicians during patient visits, supporting the provider during procedures, treatments or providing patient education.

### **Registered Nurses (RN) and Licensed Practical Nurse (LPN)**

Registered Nurses (RN) and Licensed Practical Nurses (LPN) are responsible for assessing, planning, implementing, evaluating, and coordinating the total care of patients. Through collaboration with all members of the treatment team, nurses will address any patient and family concern related to the identified illness and disease process.

### **Behavioral Health Specialist**

Behavioral Health Specialists (BHS) are responsible for interventions and clinical judgment based on unit population and age specific needs. Behavioral Health Specialists deliver a variety of mental health treatment, including psycho-educational groups, milieu management, and behavior modification strategies.

### **Care Coordinators**

Care Coordinators are responsible for identifying services you will use in the community to maintain your good health and make the appointments with those providers to ensure easy access to the services needed. They will also arrange for communication with your family. They are able to set up family therapy and education sessions for you and your family. These meetings are usually run by the care coordinator, the psychiatrist, or both. They can spend time with you individually to discuss other issues of concern, (legal, financial, housing or substance abuse issues) etc. Your care coordinator is assigned to you throughout your stay and will work closely with your physicians and nursing staff to coordinate your services to lead to a successful return to the community.

### **Therapists**

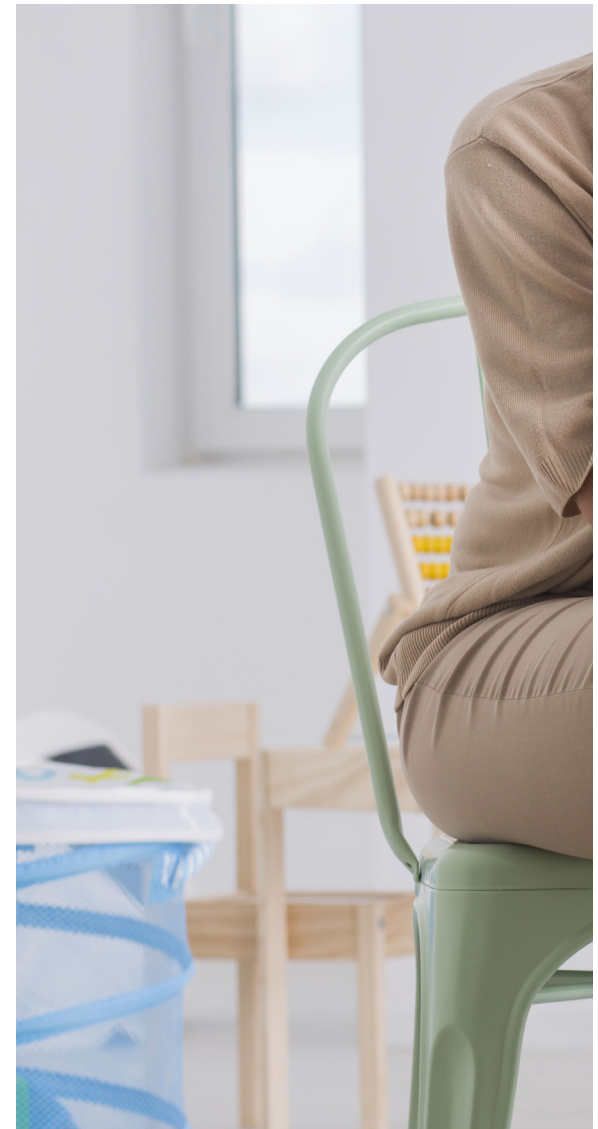
Therapist are responsible to provide a variety of specialized therapies. The therapists here at PPI have training backgrounds that focus on teaching you to develop insight in ways that will assist you in your everyday life. Your group therapy schedule will be available in your admission packet. We offer individual therapy, group therapy, music therapy, medication education, pet therapy, and various other recreational therapies. Your therapist can offer you some individual follow up after group therapies and provide you with therapeutic handouts for individual learning based on your special needs. Your therapist works closely with the Treatment Team in the planning and delivery of your care.

# Visitor GUIDELINES

Pennsylvania Psychiatric Institute limits the number of people visiting a patient at the same time during visiting hours. Visiting hours are seven days a week from **8:00 a.m. – 8:00 p.m.**

- Maximum of 2 visitors per patient at a time permitted on the unit, additional visitors will be asked to wait downstairs in the lobby area.
- Visitation in your room is **not permitted**. Visitors must remain in designated visiting areas.
- **Children under the age of 18 may not visit without a doctor's order.** Please speak to staff regarding this policy prior to you visiting. You may be asked to schedule a family visit. When bringing a child to visit please use the central Landis elevator and select the elevator button #4 to arrive at the family visiting room.

After signing in at the nurse's station, visitors will be escorted to designated visitation areas by staff. If visitors need to use the restroom, staff will escort the visitors to the designated restroom. Visitors are not permitted to use the restroom in your room or enter your room for any reason unless given permission to do so by the staff. Visiting hours may be modified or canceled at any time at the discretion of the charge nurse to provide a safe environment for patients.



## Visitor Code of Conduct

- Observe all policy and procedures of the Pennsylvania Psychiatric Institute Visiting Policy.
- Respect a patient's right to privacy. Federal law requires that hospitals comply with strict laws to protect patient's privacy. Staff can only provide condition updates to patient's designated representatives.
- Do not visit if you are sick or have an illness that could be transmitted to a patient.
- Be courteous to both patients and hospital staff. Respect other people, their property and hospital property.
- Wear shoes and a shirt at all times (no exceptions).
- Please have a form of identification available upon arrival to unit.
- Please sign in the visitation log book located on the unit, and wear your visitation sticker.
- Items that are brought in for patients, will need to be given to unit staff prior to entering the unit. Staff will need to search all outside items that are being brought in.
- Please secure all personal belongings (purses, large coats, briefcases, etc) in a locker, or in your car. Outside items will not be allowed on the unit.



**The following are PROHIBITED while visiting:**

- ✘ Cell phones and other electronic devices.
- ✘ Wearing apparel that displays obscene language
- ✘ Possession and/or use of street drugs and alcoholic beverages
- ✘ Using disruptive language or violent behavior
- ✘ Interfering with the care of a patient
- ✘ Use of any form of tobacco - including electronic cigarettes and vaporizers.
- ✘ Possession of weapons.

Visitors who do not comply with this Code of Conduct will be asked to leave Pennsylvania Psychiatric Institute property and maybe escorted by security. If a visitor is determined by staff to be detrimental to the treatment of any patient on the unit, that person may be asked to leave the unit and may be prohibited from visiting. Any visitors who become loud and disruptive to the unit may be asked to leave and may be prohibited from visiting. Security is available at all times and can be reached by calling (717) 782-2716.

## GENERAL INFORMATION AND EXPECTATIONS

*Pennsylvania Psychiatric Institute (PPI) accepts and treats individuals whose social, emotional or behavioral disorders are severe enough that they are unable to function normally in school, home or a community setting. This program provides therapeutic and diagnostic treatment planning specific to the individual needs of the patient, including medication management as well as individual, family and group therapies.*

### **ADMISSION**

Upon admission to PPI, you may be asked to change into hospital scrubs. Staff will complete a skin check and write down any bumps, bruises, scars, or tattoos that you have. Staff will also search your clothing and your personal belongings. Staff will give back the personal belongings that are allowed to have on the unit. (Please see the list of personal belonging section of this handbook for more information.) You are to dress in street clothes during the day. We suggest that you bring 3 days' worth of clothing, including pajamas. Basic hygiene items will be provided by PPI, but you may bring your own personal items such as a toothbrush, toothpaste, deodorant, soap, and shampoo as long as it does not contain alcohol within the product.

### **Patient Privacy and Release of Information**

Upon admission, you will receive a 3 digit Personal Identification Number (PIN). It is your responsibility to provide this number to any person or organization that you wish to be allowed to contact you during your hospitalization. This PIN number only allows staff to transfer phone calls to the patient phones in the hallway and DOES NOT allow staff to give out any patient information. A signed release of information is necessary for the staff to provide any patient information to a person/organization. To further protect your privacy, no photographs or recordings may be made on the unit and cell phones are not permitted.

### **Non-Smoking Policy**

Recognizing the health and safety risks caused by smoking, PPI will maintain a smoke-free environment. Nicotine gum and patches are available to you as needed after consultation with your physician. You will not be permitted to possess or use any tobacco products during your hospitalization.

### **Patient Anonymity**

PPI respects your privacy and will honor all requests for patient anonymity. A request for patient anonymity prohibits PPI staff from disclosing any information regarding the patient's identity, presence or course of care to non-authorized individuals, including family members and clergy. Your anonymity status will be in effect for the entire course of care and cannot be cancelled. PPI will make their best effort to protect your anonymity but the hospital cannot guarantee total anonymity in all circumstances.

## PERSONAL BELONGINGS

All belongings will be searched upon entering the Unit. All Items that are not allowed will be kept at the nurse's station. **You are responsible for all belongings kept at your bedside.** For this reason, we ask that you limit the amount of clothing brought into the hospital. We encourage you to send all valuables and large sums of money home with family or place them in the hospital safe. Items from the safe may be retrieved prior to discharge.

### ITEMS NOT ALLOWED

- plastic bags
- dental floss
- cigarettes or other tobacco products
- matches and lighters
- soda cans
- keys
- razors
- glass items
- clothes hangers
- cell phones
- aerosol spray cans
- scissors
- Cameras and personal electronic devices (MP3 players, personal CD players, radios, laptop computers, etc.)
- CDs and DVDs
- No alcohol, drugs (illicit, prescribed or over the counter)
- Weapons
- Any other object deemed hazardous by the staff.

## CLOTHING GUIDELINES

1. All clothing/belongings must be given to a staff member upon entering the unit. We recommend packing 3-5 outfits, including night wear.
2. Torn or ripped clothing is not permitted.
3. All clothing must be free of strings and sharps.
4. All clothing must be of an appropriate size. Spandex or skin-tight outfits are not permitted. Baggy clothing that can conceal items and/or pose a safety hazard are not permitted.
5. Tank tops/muscle shirts are not permitted. All tops must cover the waist and back.
6. Shorts and skirts must be of sufficient length, no shorter than three inches above the knee.
7. Any clothing or items with sexually suggestive writing/pictures, advocates violence, and/or advertises/promotes alcohol, tobacco, or drugs is not permitted.
8. The presence of any apparel which indicates affiliation with a gang presents a danger to the environment, and is prohibited.
9. Shoes or non-skid socks (provided) must be worn at all times. All shoes must be free of laces.
10. All jewelry is to be removed and sent home with parents at the time of admission.
11. All head wear (hats, scarves, headbands, bobby pins, wigs) is not permitted unless it is necessary for medical or treatment reasons.

### BLANKETS, PILLOWS AND STUFFED ANIMALS POLICY

To ensure patients' safety, pillows brought from home will not be allowed on the unit due to infection control issues. If these items are brought at the time of admission, they will be sent home.

Stuffed animals and blankets brought from home **MUST** have a Doctor's order. Any orders for these items will be limited to one stuffed animal and/or blanket per patient. Once the order is obtained the stuffed animal and/or blanket must remain in the patient's room. Prior to giving the items to the patient, our staff will wash (in hot water) and dry it in our laundry facility. **PPI will not be liable for any damages to belongings that might be incurred during the laundering process.**

## GENERAL INFORMATION AND EXPECTATIONS

### ON THE UNIT

At the start of each shift, you will be assigned a staff member. The assignments will be posted on the unit so that you know of who your assigned staff member is for that shift. When possible make your requests to your assigned staff member. Privacy is a major concern so we ask that you do not wait at the nurse's station.

### Milieu Program

Pennsylvania Psychiatric Institute (PPI) Child Unit uses a self-grading program that is supported by staff. Patients will work in collaboration with Staff to choose the appropriate amount of points they will receive based on their participation during groups and interactions with others on the unit. Patients can cash in their points for rewards throughout their stay. The Milieu Program helps increase self-esteem, while providing a measurement for success that the treatment team can use daily.

### Rounding

*You will be visited by one of our staff:*

Staff makes 24 hour routine rounds to guarantee your safety and the safety of the unit. This is completed once every 15 minutes during your stay here.

*During this time:*

- Check on you and your well-being
- Determine your needs
- Help address any concerns you may have
- Assist you with any task that you need

### Assigned Hospital Room

You need to keep your room clean and organized. This includes making your bed and not leaving your belongings on the floor. You are asked to respect the community areas and property of the unit. You are not allowed to be destructive or violent. You are not allowed to visit in other patient's rooms. Room searches may be conducted at any time by staff for health and safety reasons.

### Multipurpose Room

There is a television for your use during downtime, and we ask that you be considerate of other patients in sharing the television. This is where movies can be watched as a group, or you can play the Wii with friends during limited times throughout the day.

The noise is expected to be kept at a reasonable level for the comfort of all patients. When group is held in another room, the day/activity room will be locked.

### Meals/Snacks

Meals will be served in a common dining area and you are to eat in this area unless staff allows you to take your meal elsewhere on the unit. **Breakfast will be served at 8:00 am during the week and 8:30 am on the weekends/holidays. Lunch is served at 12:00 pm. Dinner is served at 5:00 pm. Snacks will be served at 2:30 pm and 8:00 pm.** Ice water is available between snack and mealtimes, but no other food or drink will be given out between meals and snacks. Caffeinated beverages will not be given.

You will be given a menu each morning with your name on it to be completed for the next day's meals. If you choose to not fill out your menu, you will be sent the standard meal of the day and will not have an option for your meal. If you have difficulty filling out your menu, please ask staff for assistance. If you have special dietary needs, please make staff aware. No food may be ordered for delivery and food is not to be stored in your room. Outside food must have a doctor's order. The outside food must be prepared and ready to eat. No foil, metal utensils, cans or glass will be permitted. Staff will inspect containers for safety. Your family must stay with you and enjoy the meal together. Leftover food or drink will not be kept on the unit; it will be discarded or sent out with the visitors.

### Bedtimes

Everyone will go to their rooms at **8:30 pm**. You do not have to go to sleep right away. It is important for your body to get lots of rest so that you can feel good! We know bedtime can be a difficult time for some kids. Please see your staff for things you may need before bedtime, such as coloring pages, word searches, books, etc. Mattresses must remain on the bed frame. Doorways to rooms must remain open and unobstructed for safety reasons and to adhere to fire codes. Also, staff will always be available if you need help during the night.

### Shower/Bath

The showers are available for you to use from **7:00 a.m. to 8:00 p.m. daily**. Clean towels and basic hygiene items will be provided for you. Showers will be closed during group therapies. Please remember to take any personal belongings with you when you leave the shower.

All patients are responsible for cleaning up after themselves. If you need help with this, please ask Staff for assistance. All hospital items (towels, sheets) may be placed in the dirty linen cart outside the showers. Do not place any personal belongings in these bins.

Shaving is not permitted in the showers and must be done in your bathroom with a hospital disposable razor under the supervision of staff. **You are not allowed to have or use a razor unless supervised by staff.**

### **Laundry**

There is a washer and dryer available on the unit; Staff will help to make sure your laundry is clean.

### **Phone Calls**

There are phones available for use in the hallways. Phone calls can be placed by asking staff during non-group times. The person you are calling must be on the call list approved by your primary caregiver (e.g. your mom or dad). Be considerate of others, phone calls are to be limited to 10 minutes per call. You may not call or receive calls from discharged patients.

Patient phones will only dial local numbers. Long-distance calls will be made only upon admission to notify a family member or friend of your location. Subsequent long-distance phone calls can be made in rare cases for treatment-related purposes only and will be at the discretion of the staff and treatment team. Phone cards may be used to make additional long-distance calls.

If you plan to make long-distance calls, please request a family member or friend bring a phone card for your use. Phone privileges may be withheld at staff discretion if abused. **Chairs may not be placed in the hallways to use while on the phone for safety reasons and to adhere to fire codes.**

### **Medications**

Many patients will have medications ordered for them. Your treatment team can discuss the reason for each medication with you. If you have questions about your medications, please talk with a member of your treatment team. If you experience any side effects from your medication, please let a member of your treatment team know immediately.

Medications are typically given at **8:00 a.m., 1:00 p.m., 5:00 p.m. and 8:00 p.m.** In some cases medications may be given at different times; the medication nurse will make you aware of this. You must take medications in the presence of a staff member. **You are not allowed to take any medications other than those administered by the nursing staff. No medications are allowed in your room.**

### **Mail**

You may receive mail on the unit from family and friends. Any packages arriving to the unit will be searched and could not be given at staff discretion for safety reasons.

Pennsylvania Psychiatric Institute  
Patient name  
2501 N. Third Street  
Attn: 4 Landis  
Harrisburg, PA 17110

### **Safety Statement**

Patients are sometimes admitted due to safety concerns such as having suicidal thoughts, or thoughts to harm others. Staff members and treatment teams are here to help and to keep you safe. We ask that you speak to your staff member or other treatment team member should you be aware of any safety concerns within the community. Confiding in your peers regarding dangerous behaviors is not acceptable; you need to speak with your staff.

### **Fire Safety**

Notify staff immediately if a fire occurs and await instructions from staff on how to proceed. Periodic fire drills do occur and staff will inform you when drills occur.

**It is the policy of Pennsylvania Psychiatric Institute to provide a safe environment for you, other patients and staff members; therefore PPI has a "zero tolerance" policy on violence. Respect for others and lawful behavior is expected and failure to do so may result in criminal charges.**



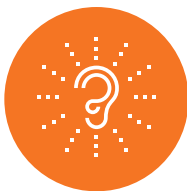


# The Rules



## Be Respectful

- Use kind words
- Use inside voice
- Keep Hands and feet to yourself
- Ask Before Touching Others' Things



## Good Listener Skills

- Be attentive
- Give good eye contact
- Think about what other person is saying
- Wait patiently to speak and ask questions



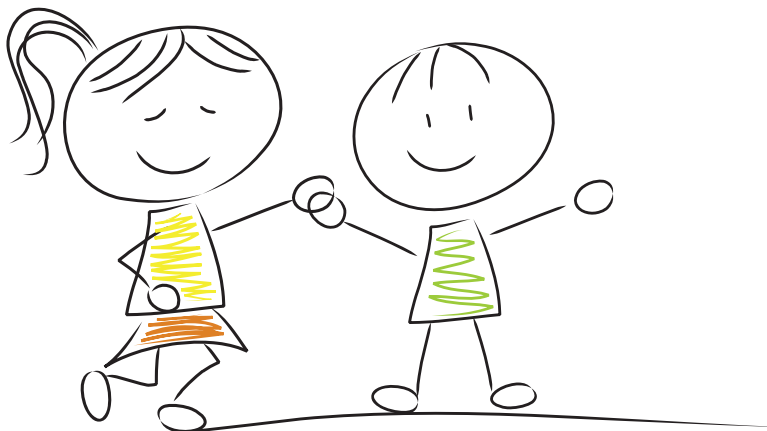
## Attend and Participate in Group

- Be on time
- Stay in group and follow group rules



## Use Your Coping Skills

- Stop and think
- Talk about feelings
- Do something that helps you calm down
- Take a break



## GROUP THERAPY

*Patients are to attend all group therapies.*

You are not allowed to watch television, do laundry or make phone calls during group times. Group therapy times are posted in common areas and announcements will be made prior to the start of each group to let you know where groups are being held.

## 4 Landis Group Rules

### Listening and Sharing

Listen with whole body and wait your turn to speak and share

### Respect

Think about what you say and how you say it and keep your personal safe space.

### Staying in Group

What is said in group stays in group. Try to stay to grow and learn, but leave if you need a break ask first and please come back later.

### Be Present

1. Inside voice and volume
2. Refrain from side talking
3. Stay awake and participate on the topic. Your voice matters!

# Speak UP

## Five Things You Can Do To Prevent Infection

*Avoiding contagious diseases like the common cold, strep throat, and the flu is important to everyone. Here are five easy things you can do to fight the spread of infection.*

### Five Things You Can Do To Prevent Infection was developed in collaboration with

American Hospital Association  
[www.hospitalconnect.com](http://www.hospitalconnect.com)

Association for Professionals in Infection Control and Epidemiology, Inc.  
[www.apic.org](http://www.apic.org)

Centers for Disease Control and Prevention  
[www.cdc.gov](http://www.cdc.gov)

Infectious Diseases Society of America  
[www.idsociety.org](http://www.idsociety.org)

The Joint Commission  
[www.jointcommission.org](http://www.jointcommission.org)

Society for Healthcare Epidemiology of America  
[www.shea-online.org](http://www.shea-online.org)

The Joint Commission is the largest health care accrediting body in the United States that promotes quality and safety.

*Helping health care organizations*



#### 1. Clean your hands.

- Use soap and warm water. Rub your hands really well for at least 15 seconds. Rub your palms, fingernails, in between your fingers, and then backs of your hands.
- Or, if your hands do not look dirty, clean them with alcohol-based hand sanitizers. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.
- Clean your hands before touching or eating food. Clean them after you use the bathroom, take out the trash, change a diaper, visit someone who is ill, or play with a pet.

#### 2. Make sure health care providers clean their hands and wear gloves.

- Doctors, nurses, dentists and other health care providers come into contact with lots of bacteria and viruses. So before they treat you, ask them if they've cleaned their hands.
- Health care providers should wear clean gloves when they perform tasks such as taking throat cultures, pulling teeth, taking blood, touching wounds or body fluids, and examining your mouth or private parts. Don't be afraid to ask them if they should wear gloves.

#### 3. Cover your mouth and nose.

Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel 3 feet or more! Cover your mouth and nose to prevent the spread of infection to others.

- Use a tissue! Keep tissues handy at home, at work and in your pocket. Be sure to throw away used tissues and clean your hands after coughing or sneezing.
- If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands, clean them right away.

#### 4. If you are sick, avoid close contact with others.

- If you are sick, stay away from other people or stay home. Don't shake hands or touch others.
- When you go for medical treatment, call ahead and ask if there's anything you can do to avoid infecting people in the waiting room.

#### 5. Get shots to avoid disease and fight the spread of infection.

Make sure that your vaccinations are current—even for adults. Check with your doctor about shots you may need. Vaccinations are available to prevent these diseases:

- Chicken pox
- Mumps
- Measles
- Diphtheria
- Tetanus
- Hepatitis
- Shingles
- Meningitis
- Flu (also known as influenza)
- Whooping cough (also known as Pertussis)
- German measles (also known as Rubella)
- Pneumonia (*Streptococcus pneumoniae*)
- Human papillomavirus

## Interpreters Available

You have access to interpretation services 24/7 at no personal cost to you. This chart includes languages commonly spoken in your community, additional languages are available.

**English: Do you speak [language]? we will provide an interpreter at no personal cost to you.**

<b>Albanian Shqip</b>	Flisni shqip? Ne do t'ju sigurojm një përkthyes pa asnjë kosto personale për ju.	Apakah Anda berbicara bahasa Indonesia? Kami akan menyediakan penerjemah tanp biaya apa pun untuk Anda.	<b>Indonesian Bahasa Indonesia</b>
<b>Arabic اللغة العربية</b>	هل تتحدث اللغة العربية؟ سوف نوفر لك مترجماً فورياً بدون أي تكلفة عليك.	Parla italiano? Le forniremo gratuitamente un interprete.	<b>Italian Italiano</b>
<b>Bosnian Bosanski</b>	Da li govorite bosanski? Obezbedićemo Vam prevodioca besplatno.	한국어를 사용하십니까? 무료로 통역 서비스를 제공해 드리겠습니다.	<b>Korean 한국어</b>
<b>Cambodian ភាសាខ្មែរ</b>	តើអ្នកនិយាយភាសាខ្មែរដែរទេ? យើងខ្ញុំនឹងផ្តល់ជូនអ្នកបកប្រែភាសាដោយឥតគិតថ្លៃផ្ទាល់ខ្លួនដល់អ្នក។	您讲国语吗? 我们将免费为您提供翻译。	<b>Mandarin 中文</b>
<b>Cantonese 粵語</b>	您講粵語嗎? 我們將免費為您提供翻譯。	तपाईं नेपाली बोल्नुहुन्छ? हामी तपाईंको लागि नि:शुल्क रूपमा दोभाषे उपलब्ध गराउने छौं।	<b>Nepali नेपाली</b>
<b>Croatian Hrvatski</b>	Govorite li hrvatski jezik? Osigurat ćemo Vam prevoditelja besplatno.	Wann du Deutsch schwetzschzt, darrefscht du ebber griegie, as aa Deutsch schwetztz un dich helfe kann mit die englisch Schpooch.	<b>Pennsylvania Dutch Deutsch</b>
<b>Farsi فارسی</b>	فارسی صحبت می کنید؟ یک مترجم شفاهی رایگان در اختیار شما قرار خواهیم داد.	Czy mówisz po polsku? Zapewnimy bezpłatną pomoc tłumacza.	<b>Polish Polski</b>
<b>French Français</b>	Parlez-vous français ? Nous vous fournirons gratuitement un interprète.	Fala português? Vamos facultar-lhe um intérprete, sem custos para si.	<b>Portuguese Português</b>
<b>French Creole Kreyòl Ayisyen</b>	Èske ou pale Kreyòl Ayisyen? N ap ba ou yon entèprèt gratis.	Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.	<b>Russian Русский</b>
<b>German Deutsch</b>	Sprechen Sie Deutsch? Wir stellen Ihnen unentgeltlich einen Dolmetscher zur Verfügung.	Ma ku hadashaa Af Soomaali? Waxaan kuu helaynaa tarjumaan bilaa lacag ah.	<b>Somali Af Soomaali</b>
<b>Gujarati ગુજરાતી</b>	તમે ગુજરાતી બોલો છો? અમે ઇન્ટરપ્રીટર દ્વારા પૂરો પાડીશું, જેનો ખર્ચ તમારે ઉપાડવાનો રહેશે નહીં.	¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.	<b>Spanish Español</b>
<b>Haitian Creole Kreyòl Ayisyen</b>	Èske ou pale Kreyòl Ayisyen? N ap ba ou yon entèprèt gratis.	Je, unazungumza Kiswahili? Tutakupatia mkalimani bila gharama yoyote kwako.	<b>Swahili Kiswahili</b>
<b>Hindi हिन्दी</b>	क्या आप हिन्दी बोलते हैं? हम आपके लिए बिना किसी निजी लागत के एक दुभाषिया को उपलब्ध कराएंगे।	کیا آپ اردو بولتے ہیں؟ ہم بغیر آپ کے ذاتی لاگت کے آپ کے لئے ترجمان فراہم کریں گے۔	<b>Urdu اردو</b>
<b>Hungarian Magyar</b>	Beszél magyarul? Teljesen költségmentesen biztosítunk egy tolmácsot az Ön számára.	Quý vị nói được tiếng Việt không? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí cho quý vị.	<b>Vietnamese Tiếng Việt</b>



# YOUR RIGHTS AND RESPONSIBILITIES

*As a patient of this hospital, or as a family member or guardian of a patient at this hospital, we want you to know the rights you have under federal and Pennsylvania state law as soon as possible in your hospital stay. We are committed to honoring your rights, and want you to know that by taking an active role in your health care, you can help your hospital caregivers meet your needs as a patient or family member.*

*That is why we ask that you and your family share with us certain responsibilities.*

## Your Rights

This hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, religion, sexual orientation, gender identity or source of payment. As our patient, you have the right to safe, respectful, and dignified care at all times. You will receive services and care that are medically suggested and within the hospital's services, its stated mission, and required law and regulation.

## Communication

*You have the right to:*

- Have a family member, another person that you choose, or your doctor notified when you are admitted to the hospital.
- Receive information in a way that you understand. This includes interpretation and translation, free of charge, in the language you prefer for talking about your health care. This also includes providing you with needed help if you have vision, speech, hearing, or cognitive impairments.
- Designate a support person, if needed, to act on your behalf to assert and protect your patient rights.

## Informed Decisions

*You have the right to:*

- Receive information about your current health, care, outcomes, recovery, ongoing health care needs, and future health status in terms that you understand.
- Be informed about proposed care options including the risks and benefits, other care options, what could happen without care, and the outcome(s) of any medical care provided, including any outcomes that were not expected. When it is not medically advisable to give such information to you, it will be given on your behalf to your next of kin or other appropriate person. You may need to sign your name before the start of any procedure and/or care, but "informed consent" is not required in the case of an emergency.
- Be involved in all aspects of your care and to take part in decisions about your care.
- Make choices about your care based on your own spiritual and personal values.
- Request care. This right does not mean you can demand care or services that are not medically needed.
- Refuse any care, therapy, drug, or procedure against the medical advice of a doctor. There may be times that care must be provided based on the law.
- Expect the hospital to get your permission before taking photos, recording, or filming you, if the purpose is for something other than patient identification, care, diagnosis, or therapy.
- Decide to take part or not take part in research or clinical trials for your condition, or donor programs, that may be suggested by your doctor. Your participation in such care is voluntary, and written permission must be obtained from you or your legal representative before you participate. A decision to not take part in research or clinical trials will not affect your right to receive care.

## Visitation

*You have the right to:*

- Decide if you want visitors or not while you are here. The hospital may need to limit visitors to better care for you or other patients, but will not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- Designate those persons who can visit you during your stay. These individuals do not need to be legally related to you. Visitors will enjoy full and equal visitation privileges consistent with your preferences.
- Designate a support person who may determine who can visit you if you become incapacitated.
- Access an individual or agency who is authorized to act on your behalf to assert or protect your rights as a patient.

## Advance Directives

*You have the right to:*

- Create advance directives, which are legal papers that allow you to decide now what you want to happen if you are no longer healthy enough to make decisions about your care. You have the right to have hospital staff comply with these directives.
- Ask about and discuss the ethics of your care, including resolving any conflicts that might arise such as, deciding against, withholding, or withdrawing life-sustaining care.

## Care Planning

*You have the right to:*

- Receive a medical screening exam to determine treatment.
- Participate in the care that you receive in the hospital.
- Receive instructions on follow-up care and participate in decisions about your plan of care after you are out of the hospital.

- Receive a prompt and safe transfer to the care of others when this hospital is not able to meet your request or need for care or service. You have the right to know why a transfer to another health care facility might be required, as well as learning about other options for care. The hospital cannot transfer you to another hospital unless that hospital has agreed to accept you.

## Care Delivery

*You have the right to:*

- Expect emergency procedures to be implemented without unnecessary delay.
- Receive care in a safe setting free from any form of abuse, harassment, and neglect.
- Receive kind, respectful, safe, quality care delivered by skilled staff.
- Know the names of doctors and nurses providing care to you and the names and roles of other health care workers and staff that are caring for you.
- Receive assistance in obtaining a consultation by another health care provider at your request and expense.
- Receive proper assessment and management of pain, including the right to request or reject any or all options to relieve pain.
- Receive care free from restraints or seclusion unless necessary to provide medical, surgical, or behavioral health care.
- Receive efficient and quality care with high professional standards that are continually maintained and reviewed.
- Expect good management techniques to be implemented within this hospital considering effective use of your time and to avoid the your personal discomfort.

# YOUR RIGHTS AND RESPONSIBILITIES

## Privacy and Confidentiality

*You have the right to:*

- Limit who knows about your being in the hospital.
- Be interviewed, examined, and discuss your care in places designed to protect your privacy.
- Be advised why certain people are present and to ask others to leave during sensitive talks or procedures.
- Expect all communications and records related to care, including who is paying for your care, to be treated as confidential except as otherwise provided by law or third-party contractual arrangements.
- Receive written notice that explains how your personal health information will be used and shared with other health care professionals involved in your care.
- Review and request copies of your medical record unless restricted for medical or legal reasons.

## Hospital Bills

*You have the right to:*

- Review, obtain, request, and receive a detailed explanation of your hospital charges and bills.
- Receive information and counseling on ways to help pay for the hospital bill.
- Request information about any business or financial arrangements that may impact your care.
- Please feel free to ask questions about any of these rights that you do not understand.
- If you have questions about these rights, please discuss them with your doctor, nurse or your floor's Clinical Manager. You will receive a personal response.

## Complaints, Concerns, and Questions

*You and your family/guardian have the right to:*

- Tell hospital staff about your concerns or complaints regarding your care. This will not affect your future care.
- Seek review of quality of care concerns, coverage decisions, and concerns about your discharge.
- Expect a timely response to your complaint or grievance from the hospital. Complaints or grievances may be made in writing, by phone, or in person. The hospital has a duty to respond to these complaints or grievances in a manner that you can understand. To share your concerns with the hospital, please contact the hospital's Patient Relations Department.
- The Pennsylvania Department of Health is also available to assist you with any questions or concerns about your hospital care. You can reach the Department of Health by calling (800) 254-5164 or writing:

### Acute and Ambulatory Care Services

Pennsylvania Department of Health  
Room 532 Health and Welfare Building  
625 Forster Street  
Harrisburg, PA 17120

- You may also contact The Joint Commission, a hospital accreditation organization at:

### Office of Quality and Patient Safety

The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
(800) 994-6610 or  
[patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org)

- An Important Message from Medicare- Medicare patients have the right to report any concerns regarding quality of care, coverage decisions, or premature discharge to the Quality Improvement Organization (QIO). You can report these concerns by calling:  
Livanta at 1-866-815-5440 or TTY at 1-866-868-2289

## Your Responsibilities

*As a patient, family member, or guardian, you have the right to know all hospital rules and what we expect of you during your hospital stay.*

### Provide Information

*As a patient, family member, or guardian, we ask that you:*

- Provide accurate and complete information about current health care problems, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Report any condition that puts you at risk (for example, allergies or hearing problems).
- Report unexpected changes in your condition to the health care professionals taking care of you.
- Provide a copy of your Advance Directive, Living Will, Durable Power of Attorney for health care, and any organ/tissue donation permissions to the health care professionals taking care of you.
- Tell us who, if any, visitors you want during your stay.

### Respect and Consideration

*As a patient, family member, or guardian, we ask that you:*

- Recognize and respect the rights of other patients, families, and staff. Threats, violence, or harassment of other patients and hospital staff will not be tolerated.
- Comply with the hospital's no smoking policy.
- Refrain from conducting any illegal activity on hospital property. If such activity occurs, the hospital will report it to the police.

### Safety

*As a patient, family member, or guardian, we ask that you:*

- Promote your own safety by becoming an active, involved, and informed member of your health care team.
- Ask questions if you are concerned about your health or safety.
- Make sure your doctor knows the site/side of the body that will be operated on before a procedure.
- Remind staff to check your identification before medications are given, blood/blood products are administered, blood samples are taken, or before any procedure.
- Remind caregivers to wash their hands before taking care of you.
- Be informed about which medications you are taking and why you are taking them.
- Ask all hospital staff to identify themselves.

### Refusing Care

*As a patient:*

- You are responsible for your actions if you refuse care or do not follow care instructions.

### Charges

*As a patient:*

- You are responsible for paying for the health care that you received as promptly as possible.

### Cooperation

*As a patient:*

- You are expected to follow the care plans suggested by the health care professionals caring for you while in the hospital. You should work with your health care professionals to develop a plan that you will be able to follow while in the hospital and after you leave the hospital.



**Do you speak  
[language]?**  
**We will provide  
an interpreter at  
no cost to you.**

*Disclaimer: HAP is not responsible for any changes made to this brochure by parties other than HAP. The content of the brochure may be subject to later changes in the law.*

*© 2017 – The Hospital and Healthsystem Association of Pennsylvania. This document may be reproduced in whole or in part only with the express permission of The Hospital and Healthsystem Association of Pennsylvania.*

## MENTAL HEALTH ADVANCE DIRECTIVES

### **What is a Mental Health Advance Directive?**

A Mental Health Advance Directive is a document that allows you to make your choices known regarding mental health treatment in the event that your mental illness makes you unable to make decisions. In effect, you are making decisions about treatment before the time that you will need it. This allows you to make more informed decisions and to make your wishes clearly known. A new law was passed in Pennsylvania, effective January 28, 2005, that makes it possible for you to use a Mental Health Advance Directive. Many decisions may need to be made for you if you have a mental health crisis or are involuntarily committed and become unable to make treatment decisions. For example, the choice of hospital, types of treatment, and who should be notified are decisions that may be made for you. Unfortunately, at the time of crisis, you may not be able to make your wishes known, and therefore you may end up with others making decisions that you would not make. One way to be sure that your doctor, relatives, and friends understand your feelings is to prepare a Mental Health Advance Directive before you become unable to make decisions. Pennsylvania law allows you to make a Mental Health Advance Directive that is a declaration, a power of attorney, or a combination of both.

### **What is a Declaration?**

A Declaration contains instructions to doctors, hospitals, and other mental health care providers about your treatment in the event that you become unable to communicate your wishes. A Declaration usually deals with specific situations and does not allow much flexibility for changes that come up after the document is written, such as a new type of medical crisis, new kinds of medication, or different treatment choices.



### **What is a Mental Health Power of Attorney?**

A Mental Health Power of Attorney allows you to designate someone else, called an agent, to make treatment decisions for you in the event of a mental health crisis. A Mental Health Power of Attorney provides flexibility to deal with a situation as it occurs rather than attempting to anticipate every possible situation in advance.

When using a Mental Health Power of Attorney it is very important to choose someone you trust as your agent and to spend time with that person explaining your feelings about treatment choices. Your doctor or his/her employee, or an owner, operator, or employee of a residential facility where you are living cannot serve as an agent.

### **What is a Combined Mental Health Declaration and Power of Attorney?**

Pennsylvania's law also allows you to make a combined Mental Health Declaration and Power of Attorney. This lets you make decisions about some things, but also lets you give an agent power to make other decisions for you. You choose the decisions that you want your agent to make for you, as many or as few as you like. This makes your Mental Health Advance Directive more flexible in dealing with future situations, such as new treatment options, that you would have no way of knowing about now. Your agent should be someone you trust, and you should be sure to discuss with your agent your feelings about different treatment choices so that your agent can make decisions that will be most like the ones you would have made for yourself.





## ADVANCE HEALTH CARE DIRECTIVES

### What is an advance directive?

You have the right to make decisions about your own medical treatment. These decisions can become more difficult if, due to illness or a change in mental condition, you are unable to tell your doctor and loved ones what kind of healthcare treatments you want. An advance directive tells your doctor what kind of care you would like to have if you become unable to make medical decisions (if you are in a coma, for example). It was created to help prevent unwanted invasive medical care at the end of life.

#### **Brief description of each kind of directive:**

##### **Living Will**

It only comes into effect when you are terminally ill. Being terminally ill generally means that you have less than six months to live. In a living will, you can describe the kind of treatment you want in certain situations. A living will doesn't let you select someone to make decisions for you.

##### **Power Of Attorney (POA)**

It states whom you have chosen to make health care decisions for you. A POA becomes active any time you are unconscious or unable to make medical decisions. It is generally more useful than a living will. But it may not be a good choice if you don't have another person you trust to make these decisions for you.

## PATIENT COMPLAINT POLICY

You have the right to express complaints about the care and services provided by Pennsylvania Psychiatric Institute. All complaints will be investigated in a fair and appropriate manner. We encourage you and your family to voice your concerns through the Patient Advocate Program. If you are a customer of PerformCare, you may request additional assistance from the Dauphin County Mental Health/Intellectual Disabilities (MH/ID) Program Administrator and PerformCare.

#### **Steps to follow:**

1. Talk to the staff member assigned to you. Talking with this individual gives him or her a chance to provide an explanation or resolve the problem.
2. Talk to the Clinical Manager.
3. Talk to the Patient Representative  
**(717) 782-6826.**

For concerns regarding patient safety or quality of care you have the option to directly contact any of the entities listed below:

**The Joint Commission: (800) 994-6610**

**U.S. Department of Health and Human Services: (800) 447-8477**

**Pennsylvania Department of Human Services: (717) 705-8396**

**PerformCare (Members Only):  
(717) 671-6500**


#### **Patient Satisfaction Survey**


You will be asked to complete a patient satisfaction survey prior to discharge. Your comments will help us identify areas of satisfaction and areas requiring improvement. We ask that you take a minute to fill out the survey and tell us about your hospital experience and return the survey. Please indicate who, or what has been helpful and any suggestions for possible improvement.



# Bill <sup>OF</sup> Rights

---

 **You have the right to be treated with dignity and respect.**

 **You shall retain all civil rights that have not been specifically curtailed by order of the court**

1. You have the right to unrestricted and private communication inside and outside this facility including the following rights:
  - a. To peaceful assembly and to join with other patients to organize a body of or participate in patient government when patient government has been determined to be feasible by the facility.
  - b. To be assisted by any advocate of your choice in the assertion of your rights and to see a lawyer in private at any time.
  - c. To make complaints and to have your complaints heard and adjudicated promptly.
  - d. To receive visitors of your own choice at reasonable hours unless your treatment team has determined in advance that a visitor or visitors would seriously interfere with your or others treatment or welfare.
  - e. To receive and send unopened letters and to have outgoing letters stamped and mailed. Incoming mail may be examined for good reason in your presence for contraband. Contraband means specific property which entails a threat to your health and welfare or to the hospital community.
  - f. To have access to telephones designated for patient use.
2. You have the right to practice the religion of your choice or to abstain from religious practices.
3. You have the right to keep and to use personal possessions, unless it has been determined that specific personal property is contraband. The reasons for imposing any limitation and its scope must be clearly defined, recorded and explained to you. You have the right to sell any personal article you make and keep the proceeds from its sale.
4. You have the right to handle your personal affairs including making contracts, holding a driver's license or professional license, marrying or obtaining a divorce and writing a will.
5. You have the right to participate in the development and review of your treatment plan.
6. You have the right to receive treatment in the least restrictive setting within the facility necessary to accomplish the treatment goals.
7. You have the right to be discharged from the facility as soon as you no longer need care and treatment.
8. You have the right not to be subjected to any harsh or unusual treatment.
9. If you have been involuntarily committed in accordance with civil court proceedings, and you are not receiving treatment, and you are not dangerous to yourself or others, and you can survive safely in the community, you have the right to be discharged from the facility.
10. You have the right to be paid for any work you do which benefits the operation and maintenance of the facility in accordance with existing Federal wage and hour regulations.









Pennsylvania Psychiatric Institute  
2501 North Third Street  
Harrisburg, PA 17110-2098  
717-782-6493 or 800-746-2496

[ppimhs.org](http://ppimhs.org)



P E N N S Y L V A N I A  
P S Y C H I A T R I C I N S T I T U T E

A Collaboration of Penn State Health & UPMC Pinnacle