

# Patient information guide



*Making a difference in people's lives*





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## Welcome to The Ridge Behavioral Health System

The staff of The Ridge Behavioral Health System welcomes you and thanks you for trusting us with your care. The decision you made to seek help took a great deal of courage. We want to ensure that your stay is as pleasant and successful as possible, while also addressing the issues for which you have chosen to seek treatment. You will certainly have many questions about your treatment and we will attempt to address some of those in this guide. As other questions arise, please feel free to ask the staff.

Our goal is to promote the highest level of functioning possible for you with emphasis on group and family therapy provided at the least restrictive level of care. The philosophy of care is based on an understanding that mental health and chemical dependency treatment require a team approach with a caring, positive attitude in which all participants are treated with respect and dignity.

Again, thank you for the opportunity to assist you and your family. We believe we are making a difference in the lives of people and it is our goal to make a difference for you.

Sincerely,

Nina Eisner  
Chief Executive Officer

## Patient rights and responsibilities

### Patient rights

We consider you a partner in your hospital care. When you are well informed, participate in treatment decisions and communicate openly with your doctor and other health professionals, you help make your care as effective as possible. This hospital encourages respect for the personal preferences and values of each individual.

While you are a patient in the hospital your rights include the following:

1. The right to considerate and respectful care.
2. The right to be well-informed about your illness, possible treatment options, risks and benefits of treatment, possible outcomes, possible side effects and cost. You have the right to discuss this information with your doctor.
3. The right to know the names and roles of people treating you.
4. The right to consent to or refuse a treatment, as permitted by law, throughout your hospital stay. If you refuse a recommended treatment, you will receive other needed and available care.
5. The right to have an advance directive, such as a living will or healthcare proxy. These documents express your choices about your future care or name someone to decide if you cannot speak for yourself.
6. The right to privacy. The hospital, your doctor, or others caring for you will protect your privacy as much as possible.
7. The right to expect that treatment records are confidential, unless you have given permission to release information, or reporting is required or permitted by law.
8. The right to review your medical records and to have the information explained, except when restricted by law.
9. The right to expect the hospital will give you necessary health services to the best of its ability. Treatment, referral or transfer may be recommended. If transfer is recommended or requested, you will be informed of the risks.
10. The right to be told of realistic care alternatives when hospital care is no longer appropriate.

11. The right to know about hospital rules that affect you and your treatment and about charges and payment methods.
12. The right to know about hospital resources; such as a patient advocate or ethics committee, that can help you resolve problems and questions about your hospital stay.
13. The right to receive clearly communicated information – an interpreter must be provided by the facility if needed about diagnosis, condition and treatment.
14. The right to appropriate services regardless of race, religion, national origin, gender, gender identity, sexual preference or ability to pay.
15. The right to ask for a second opinion.
16. The right to receive or refuse effective pain relief.
17. The right to protective services if you feel it is needed.
18. The right to pastoral counseling services as requested.
19. The right to send and receive communication. Any restrictions will be evaluated by the treatment team and documented.

### Patient responsibilities

The Ridge team members partner with you and your family, as appropriate. You, your parent, and/or legal guardian are encouraged to assume a share of the responsibility for your care in the following manner:

- Provide accurate and complete information about present complaints and past illnesses, hospitalizations, medications and other matters relating to your health. You are responsible for reporting whether you clearly comprehend a contemplated course of action and what is expected of you.
- Follow the care, treatment and service plan developed. Cooperate with all healthcare team members and ask questions about any directions or information given which may need clarification. Express any concerns about your ability to follow the proposed plan or course of care, treatment and services. The hospital makes every effort to adapt the plan to your specific needs and limitations. When such adaptations to the care, treatment and service plan are not recommended, you and your family are informed of the consequences of the care, treatment and service alternatives and of not following the proposed course.
- Report perceived risks in your care and unexpected changes in your condition.

- Accept the medical consequences if you refuse treatment or do not follow the care, treatment and service plan.
- Be prompt in paying the hospital bill, in inquiring about the bill and in providing necessary information for insurance processing.
- Be considerate and respectful of the hospital's property and staff as well as other patients and their property. Follow the hospital rules and regulations and encourage visitors to be considerate as well.
- Help the hospital staff members understand their environment by providing feedback about service needs and expectations.

### Notice to Medicare patients

“An Important Message from Medicare” will be provided to you upon admission. Please read it very carefully.

## Notice of privacy practices

### Respecting your privacy

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

### Protected health information (PHI)

Information about your health is private and it should remain private. That is why we are required by federal and state law to protect and maintain the privacy of your health information. The basis for federal privacy protection is the Health Insurance Portability and Accountability Act (HIPAA) and its regulations, known as the “Privacy Rule” and “Security Rule” and other federal and state privacy laws.

### Who will follow this notice

This notice describes the information privacy practices followed by our hospital employees, volunteers and related personnel. The practices described in this notice may also be followed by healthcare providers who are members of our medical staff if they have opted to abide by its contents.

Many of our doctors follow the practices contained within this notice. Each participant who joins in this joint notice of privacy practices serves as their own agent for all aspects of HIPAA Compliance, other than the delivery of this joint notice.

For physician-specific issues or questions, please feel free to contact your physician directly. Hospital employees, volunteers and related personnel including those members of the medical staff who have opted to abide by its contents, must follow this notice with respect to:

- How we use your PHI
- Disclosing your PHI to others
- Your privacy rights
- Our privacy duties
- Hospital contacts for more information or, if necessary, a complaint

## Using or disclosing your PHI:

### For treatment

During the course of your treatment, we use and disclose your PHI. For example, if we test your blood in our laboratory, a technician will share the report with your doctor. Or, we will use your PHI to follow the doctor's orders for an x-ray, surgical procedure or other types of treatment related procedures.

### For payment

After providing treatment, we will ask your insurer to pay us. Some of your PHI may be entered into our computers in order to send a claim to your insurer. This may include a description of your health problem, the treatment we provided and your membership number in your employer's health plan.

Or your insurer may want to review your medical record to determine whether your care was necessary. Also, we may disclose to a collection agency some of your PHI for collecting a bill that you have not paid.

### For healthcare operations

Your medical record and PHI could be used in periodic assessments by physicians about the hospital's quality of care. Or we might use the PHI from real patients in education sessions with medical students training in our hospital. Other uses of your PHI may include business planning for our hospital or the resolution of a complaint.

### Special uses

Your relationship to us as a patient might require using or disclosing your PHI in order to

- Remind you of an appointment for treatment
- Tell you about treatment alternatives and options
- Tell you about our other health benefits and services

## Your authorization may be required

In many cases, we may use or disclose your PHI, as summarized above, for treatment, payment or healthcare operations or as required or permitted by law. In other cases, we must ask for your written authorization with specific instructions and limits on our use or disclosure of your PHI. This includes, for example, uses or disclosures of psychotherapy notes, uses or disclosures for marketing purposes, or for any disclosure that is a sale of your PHI. You may revoke your authorization if you change your mind later.

## Certain uses and disclosures of your PHI required or permitted by law

As a hospital or healthcare facility, we must abide by many laws and regulations that either require us or permit us to use or disclose your PHI.

## Required or permitted uses and disclosures

- Your information may be included in a patient directory that is available only to those individuals whom you have identified as contacts during your hospital stay. You will receive a unique patient code that can be provided to these contacts.
- If you do not verbally object, we may share some of your PHI with a family member or friend involved in your care.
- We may use your PHI in an emergency when you are not able to express yourself.
- We may use or disclose your PHI for research if we receive certain assurances which protect your privacy.

## We may also use or disclose your PHI

- When required by law, for example when ordered by a court.
- For public health activities including reporting a communicable disease or adverse drug reaction to the Food and Drug Administration.
- To report neglect, abuse or domestic violence.
- To government regulators or agents to determine compliance with applicable rules and regulations.
- In judicial or administrative proceedings as in response to a valid subpoena.
- To a coroner for purposes of identifying a deceased person or determining cause of death or to a funeral director for making funeral arrangements.



- For purposes of research when a research oversight committee, called an institutional review board, has determined that there is a minimal risk to the privacy of your PHI.
- For creating special types of health information that eliminate all legally required identifying information or information that would directly identify the subject of the information.
- In accordance with the legal requirements of a workers' compensation program.
- When properly requested by law enforcement officials, for instance in reporting gunshot wounds, reporting a suspicious death or for other legal requirements.
- If we reasonably believe that use or disclosure will avert a health hazard or to respond to a threat to public safety including an imminent crime against another person.
- For national security purposes including to the Secret Service or if you are Armed Forces personnel and it is deemed necessary by appropriate military command authorities.
- In connection with certain types of organ donor programs.

## Your privacy rights and how to exercise them

Under the federally required privacy program, patients have specific rights.

### Your right to request limited use or disclosure

You have the right to request that we do not use or disclose your PHI in a particular way. We must abide by your request to restrict disclosures to your health plan (insurer) if:

- The disclosure is for the purpose of carrying out payment or healthcare operations and is not required by law; and
- The PHI pertains solely to a healthcare item or service that you, or someone else other than the health plan (insurer) has paid us for in full.

In other situations, we are not required to abide by your request. If we do agree to your request, we must abide by the agreement.

### Your right to confidential communication

You have the right to receive confidential communications of PHI from the hospital at a location that you provide. Your request must be in writing, provide us with the other address and explain if the request will interfere with your method of payment.



### Your right to revoke your authorization

You may revoke, in writing, the authorization you granted us for use or disclosure of your PHI. However, if we have relied on your consent or authorization, we may use or disclose your PHI up to the time you revoke your consent.

### Your right to inspect and copy

You have the right to inspect and copy your PHI (or an electronic copy) if requested in writing. We may refuse to give you access to your PHI if we think it may cause you harm, but we must explain why and provide you with someone to contact for a review of our refusal.

### Your right to amend your PHI

If you disagree with your PHI within our records, you have the right to request, in writing, that we amend your PHI when it is a record that we created or have maintained for us. We may refuse to make the amendment and you have a right to disagree in writing. If we still disagree, we may prepare a counter-statement. Your statement and our counter-statement must be made part of our record about you.

### Your right to know who else sees your PHI

You have the right to request an accounting of certain disclosures we have made of your PHI over the past six years but not before April 14, 2003. We are not required to account for all disclosures, including those made to you, authorized by you or those involving treatment, payment and healthcare operations as described above. There is no charge for an annual accounting, but there may be charges for additional accountings. We will inform you if there is a charge and you have the right to withdraw your request or pay to proceed.

### Your right to be notified of a breach

You have the right to be notified following a breach of unsecured PHI.

### Your right to obtain a paper copy of this notice

You have the right to obtain a paper copy of this notice upon request, even if you have agreed to receive the notice electronically.

### What if I have a complaint?

If you believe that your privacy has been violated, you may file a complaint with us or with the Secretary of Health and Human Services in Washington, D.C. We will not retaliate or penalize you for filing a complaint with us or the Secretary.

- To file a complaint with us, please contact our risk management department or call the UHS Compliance Hotline at **800-852-3449**. Your complaint should provide specific details to help us investigate a potential problem.
- To file a complaint with the Secretary of Health and Human Services, write to: 200 Independence Ave., S.E., Washington, DC 20201 or call **877-696-6775**.

### Contact for additional information

If you have questions about this notice or need additional information, you can contact our risk management department or the UHS Compliance Hotline at 800-852-3449.

### Some of our privacy obligations and how we fulfill them

Federal health information privacy rules require us to give you notice of our legal duties and privacy practices with respect to PHI and to notify you following a breach of unsecured PHI. This document is our notice. We will abide by the privacy practices set forth in this notice. We are required to abide by the terms of the notice currently in effect. However, we reserve the right to change this notice and our privacy practices when permitted or as required by law. If we change our notice of privacy practices, we will provide you with a copy to take with you upon request and we will post the new notice.

### Compliance with certain state laws

When we use or disclose your PHI as described in this notice, or when you exercise certain rights set forth in this notice, we may apply state laws about the confidentiality of health information in place of federal privacy regulations. We do this when these state laws provide you with greater rights or protection for your PHI. For example, some state laws dealing with mental health records may require your express consent before your PHI could be disclosed in response to a subpoena. Another state law prohibits us from disclosing a copy of your record to you until you have been discharged from our hospital. When state laws are not in conflict or if these laws do not offer you better rights or more protection, we will continue to protect your privacy by applying the federal regulations.

## Patient grievance process notice

We respect your rights as an individual in our facility. Your patient rights are listed on the previous pages. If you feel that any of your rights may have been violated, you may initiate a formal grievance. You may notify the patient advocate in writing at 3050 Rio Dosa Dr., Lexington, KY 40509 or you may call and speak with the patient advocate at 859-268-6455.

You also have the right to file a complaint with the state agency, regardless of whether you choose to first use The Ridge facility grievance process.

The state agency's contact information is:

Office of Inspector General

1055 Wellington Way, Suite 125,

Lexington, KY 40513

Phone: (859) 246-2301

The patient advocate or designee will contact you upon receipt of the grievance, and will investigate the complaint. The patient advocate or designee will provide a written response to you within seven business days of the receipt of your grievance detailing the steps taken on your behalf to investigate the grievance and the results of the process. This letter also will have the name of the contact person for any further correspondence.

### Frequently asked questions

We understand that many patients are anxious or have questions about being admitted to The Ridge Behavioral Health System. We have compiled a list of frequently asked questions to help out.

#### Will I get to see a doctor? When?

Within 24 hours of admission, an experienced psychiatrist will complete a thorough evaluation, make treatment recommendations, and estimate your length of stay. You will also meet with a medical doctor within 24 hours of admission for a physical examination to determine the overall state of your health. You will meet with a psychiatrist daily. The medical doctor will follow up if necessary.

#### How long will I be here?

Length of stay depends on a variety of factors, including your reason for hospitalization. Medication adjustment may take just a few days, while a chemical dependency rehabilitation program may last several weeks. The average length of

stay is five to seven days. You will discuss your discharge and aftercare plans with the treatment team and your support persons and together will develop an individualized treatment plan. The staff will also work with insurance providers to achieve authorization for care.



### What should I bring?

You are encouraged to bring three outfits of clothes plus something comfortable to sleep in. Don't bring in any clothing particularly fancy or immodest. Shoes should be slip-on or have the laces removed. You may bring in something to read. Journal and pens are provided. Cell phones are not allowed so it is recommended you have a written list of phone numbers to make any necessary phone calls. All hygiene products are provided (shampoo, deodorant, toothbrush, toothpaste, lotion, soap, mouthwash, combs and hairbrush). Adult patients may bring in six small-size makeup items of your choice. These items may be checked out during hygiene time. Adult patients may also bring cigarettes/tobacco products in unopened packages. No lighter or matches are needed and will not be permitted.

### What items are not allowed?

For safety purposes, please leave all of your valuables (except for car keys) in your vehicle. In order to maintain a safe environment, all bags and other items will be searched before they are given to patients and all potentially harmful items will be removed.

Potentially harmful items will be sent home or locked in a secure area on the unit until discharge. These items include:

1. Purses/handbags, computers, cell phones, or other valuable/potentially dangerous items.
2. In accordance with HIPAA laws and to protect patient confidentiality, no devices that can video, audio record, or photograph are permitted on the unit by patients or visitors.
3. All medications including prescription and over-the-counter medications, eye drops and ointments.

4. Any item made from glass or with a blade or sharp point such as:

- Bottles
- Nail clippers
- Stick pins
- Tweezers
- Metal utensils
- Craft tools
- Metal nail files
- Razors
- Safety pins
- Metal combs
- Thumbtacks
- Knitting needles
- Knives
- Wire hangers
- Scissors

5. Electronics or appliances with cords: cell phone, computer, iPad, curling iron, hair dryer, heating pad, electric razor.
6. Other potentially harmful items: cords, belts, shoe laces, ropes, dental floss, yarn, guitar strings, aluminum soda cans, plastic bags.
7. Any item containing alcohol, combustible fluids and all aerosol cans including: fragrances, mouthwash, shaving lotion, hair products, cleaning products.
8. All illegal substances and weapons such as marijuana, cocaine or firearms.
9. Certain tobacco-related items such as electronic cigarettes, pipes, matches and lighters.
10. The following rules apply to clothing:
  - Clothing may not have strings, such as thongs, belts, tops with spaghetti straps or panties with string sides.
  - No underwire bras. Clothing may not have metal adornments such as studs or sequins.
  - Clothing may not have foul language or logos depicting alcohol or illegal drug(s) or usage thereof.
  - Clothing may not be revealing. All clothing must fit appropriately and must not show the patient's midriff, breasts or buttocks region. Shorts should be at least mid-thigh, and shirts must have sleeves and not be low-cut in the front.
  - No shoes that may cause physical damage such as high heels or boots with pointy tips or steel toes.
  - No hats.



Please remember that this list is not all-inclusive and it is at the staff's discretion to remove items they deem potentially hazardous. Thank you for your cooperation and assistance.

### **Will I have my own room?**

Each room has two beds, two cabinets, a desk and bathroom. While we cannot guarantee you a private room, we will try to accommodate any special needs.

### **Can I use the phone?**

It is very important that you have contact with your family and support persons. You can make local and long-distance phone calls. Out of respect to other patients please keep calls brief (five to 10 minutes). If you are under age 18, your calls are limited to one five-minute call per day that is monitored by staff. Phones are not to be used while therapy groups are taking place. Family may call in at specific times. Callers must provide the patient identification number and must be listed on the patient's call list. This identification number helps us protect your privacy while you are here and allows staff to acknowledge that you are on the unit.

### **When can I have visitors?**

Visits from family or friends are an important part of your care and recovery. However, during hospitalization we want to focus our attention on your treatment. For that reason, visiting is limited. Staff can tell you the days and times of visitation for your specific unit.

- All visitors must have the patient's identification number. We cannot give out any information without the patient ID number.
- Visitors must sign-in with the receptionist.
- Visitors must leave their purse, matches/lighters, cell phones, cigarettes and other items locked in their car.
- Visitors are limited to two per patient and no one under the age of 12 is permitted without a doctor's order.
- For child and adolescent patients, visitors are generally limited to parents and/or guardians. Other visitors must be approved by your treatment team and require a doctor's order.
- Visitors are not allowed on the unit or in a patient's room.
- Patients have the right to refuse visitors during scheduled visitation hours.



### **What is a treatment plan?**

A treatment plan details your current mental and physical health problems. It outlines your goals and our strategies to assist you in achieving your goals. Our program utilizes a multidisciplinary team approach to develop an individual treatment plan for each patient. We provide a comprehensive assessment to help diagnose any underlying medical or biochemical origins of disease. An individual's treatment plan focuses on attainable short- and long-term goals established with input of the patient, the patient's family and referring professionals. Active family involvement in treatment is a critical component as the patient's recovery is often correlated to healthy family interaction.

### **What are therapy groups, and do I have to go?**

Group therapy is an important part of treatment and you are strongly encouraged to participate in as many groups as possible. Each group is led by a trained professional and focuses on different aspects of your treatment. Often these groups include: setting goals, discussing depression, anxiety or anger, recreational activities, life skills, process, relapse prevention, aftercare, medication education and a variety of other topics. During group times the phones and television will be turned off and the patio will be closed.

### **Do I have a therapist?**

You will be assigned a licensed therapist upon admission. The therapist's main role is to work with patients and families or support persons to achieve their treatment goals and provide assistance with aftercare plans. You meet with your therapist at least once individually and daily in process group. Therapists can also set up family sessions. Family sessions are designed for family to come in and discuss treatment as well as aftercare.

### What other staff will help me?

Each day you will interact with different professional staff. This includes: nurses (RNs and LPNs); program supervisors; mental health technicians (MHTs); and recreation therapists. Nurses keep you informed and serve as a link between you, your family, and the other members of the team. They provide the day-to-day care during your treatment, such as medication administration, patient education and addressing physical concerns. Program supervisors and MHTs will lead therapy groups throughout the day, talk with you one-on-one, take patients to the cafeteria, check vital signs and provide support as needed. Recreation therapists will conduct at least one therapeutic activity per day.

### Where do I get medications?

All medications require a doctor's order. Nurses follow these orders and will provide medications at the scheduled times, usually from the medication room on the unit. Some medications are ordered for you "as necessary" so you will need to let the nurse know when you need them.

### Where do I have meals?

For the first 24 hours, all patients have their meals in the day room. This allows you to get adjusted to the hospital and gives us time to complete all of your assessments. After the first 24 hours, patients are required to go to the cafeteria, unless you are placed on restrictions or are physically ill. Snacks and drinks are available in the unit galleys between meals. Food and drinks cannot be brought in from home.

### How do I get my laundry done?

Washers, dryers, and detergent are provided for your use. Wash and dry your clothes separately and place them in your assigned laundry basket. If you are unable to launder your own clothes, staff will assist you.

## Smoking and use of tobacco products

The Ridge Behavioral Health System is a "smoke-free facility." **Smoking is not allowed** inside the building or in any of the transportation vehicles. Smoking is defined as the use of any lighted tobacco product (i.e., cigarettes, cigars, pipes, etc.). Adult patients age 18 and older may smoke during several supervised patio times in designated smoking areas, located outside of the Geriatric Unit 1, Unit 1A, Unit 2, Unit 3 and outside the outpatient center. All patients who smoke will be provided smoking cessation counseling that addresses recognizing danger situations, developing coping skills and providing information about quitting.

We restrict smoking for the following reasons:

- To reduce risks to the patient who smokes including possible adverse effects on treatment.
- To reduce risks to nonsmoking patients, visitors and staff associated with passive smoking.
- To reduce risk of fire hazards.

### How to quit smoking

Want to quit? Within hours of stopping, your body starts to recover from the effects of nicotine and additives. Blood pressure, heart rate and body temperature return to healthier levels. Lung capacity increases and the bronchial tubes relax, making breathing easier. Poisonous carbon monoxide in your blood decreases, allowing blood to carry more oxygen. For many reasons, quitting smoking is one of the best things you can do—for your short- and long-term health.

### Here are some suggestions for ways to stop smoking:

1. **Cold turkey:** no outside help.
2. **Behavioral therapy:** a therapist will help you identify triggers, come up with ways to get through cravings and provide emotional support.
3. **Nicotine replacement therapy:** works by giving you nicotine without using tobacco. We offer nicotine gum or patches.
4. **Medicine:** your doctor may prescribe medication formulated to help people quit smoking.
5. **Combination treatments:** combining counseling (in-person or by telephone) with medication can be more effective for smoking cessation than either counseling or medication alone.

### Recognizing dangerous situations

A "trigger" is anything your brain has connected with smoking such as certain times, places, people or feelings that make you want to smoke. Yours might include the smell of cigarette smoke, having an ashtray next to you, seeing a carton of cigarettes, having certain food or drinks, ending a meal, or talking with someone with whom you normally smoke cigarettes. Other triggers may include the way you feel (sad or happy), being around smokers, drinking coffee or tea, feeling stressed, starting the day, being in a car, drinking an alcoholic beverage or feeling bored. To help recognize these "dangerous situations," identify events, feelings, or activities that increase your desire to smoke or going back to smoking once you have quit.

## Coping strategies for quitting smoking

- Identify and practice ways to control your urges to smoke. These are called “coping or problem-solving skills.”
- Take extra care of yourself. Drink water, eat well and get enough sleep.
- If you miss the feeling of having a cigarette in your hand, hold something else – a pencil, a paper clip or a coin.
- If you miss the feeling of having something in your mouth, try toothpicks, sugarless gum, sugar-free lollipops, celery, or chew on a straw or stir stick.
- Call a friend or a helpline when you need extra support.
- Replace that moment after a meal with something such as a piece of fruit, a (healthy) dessert, a square of chocolate or a stick of gum.
- Learn to relax quickly and deeply. Focus on that peaceful place and nothing else.
- Tell yourself “no” and say it out loud. Practice this a few times and listen to yourself.
- Above all, reward yourself for doing your best. Rewards yourself often if that’s what it takes to keep going.

## Other resources/assistance with quitting

- Kentucky Quit Line: 800-QUIT NOW (784-8669); [www.smokefree.gov](http://www.smokefree.gov)
- American Cancer Society: 800-227-2345; [www.cancer.org](http://www.cancer.org)
- American Lung Association: [www.lung.org](http://www.lung.org)
- Centers for Disease Control and Prevention: [www.cdc.gov/tobacco/](http://www.cdc.gov/tobacco/)

## Valuables or lost items

We strongly advise that you send all valuables, including credit cards, large sums of money, jewelry, etc. home with your family or friends. The hospital shall not be liable for the loss or damage to money, clothing, jewelry, dentures or any other articles of value unless placed in the hospital safe for safekeeping.

## Language barrier/hearing-impaired needs

To meet the needs of patients who are unable to communicate, we provide alternative communication at no additional charge. Please let a team member know of your

need. This includes a sign language or oral interpreter, portable telecommunication device (TDD) and closed caption devices.

## Patient satisfaction

Your satisfaction is very important to us. Based on your feedback we continuously work to improve our processes. When you are getting close to discharge, one of our staff will provide you with a patient satisfaction survey. You will be asked to rank each question about your stay and your care from 1 to 5. We would love for you to be able to give us a 5 on every question and we will strive to earn this score.

We ask that, while you are here, if there is anything that you feel is not a 5, please tell a staff person so that we can fix this before you leave. We would like to earn all 5s by the day of discharge. Your responses to the survey are anonymous and kept confidential. Thank you for choosing us!

## Advance directives

You have the right to make decisions about your healthcare. Should you become unconscious or too ill to communicate your wishes/decisions, the Kentucky Living Will Directive Act helps ensure you have a voice regarding decisions about your medical treatment. The Act allows you to leave instructions regarding:

- A healthcare surrogate — who you want to make decisions according to your wishes when you are not able to do so; and/or
- Your wishes regarding life-prolonging treatment (advance directive).

Kentucky also recognizes an advance directive for mental health treatment that provides for the following:

1. Refusal of specific psychotropic medicines
2. Refusal of electroconvulsive therapy (ECT)
3. Stating your preferences for psychotropic medicines
4. Stating your preferences for procedures for emergency interventions
5. Additional information in any area of mental healthcare treatment

You cannot be required to make an advance directive or designate a healthcare surrogate in order to get medical treatment. Please let staff know if you would like additional information about advance directives, informed consent, healthcare surrogate or living wills.

## Safety and your environment of care



### Patient safety rounds

Your safety comes first. To help us in this goal our staff will monitor you every 15 minutes, 24 hours a day. We ask that you leave your door open at night, so we don't disturb you. Staff will carry a flashlight to see you while you are sleeping to make sure you are okay.

### “Speak Up™” to help prevent errors in your care

Research shows that patients who take part in decisions about their own healthcare get better faster. Everyone has a role in making healthcare safe. This includes doctors, healthcare executives, nurses and healthcare technicians. The Speak Up program is sponsored by The Joint Commission and supported by the Centers for Medicare and Medicaid Services.

- Speak up if you have questions or concerns. If you still do not understand, ask again.
- Do not be afraid to ask about safety.
- Tell the nurse or the doctor if you think you are about to get the wrong medicine.
- Tell a healthcare professional if you think he or she has confused you with another patient.
- Always make sure you are getting the right treatments and medicines by the right healthcare professional.

- Tell your nurse or doctor if something does not seem right.
- Look for healthcare workers identification (ID) badges. If you do not know the person, ask for ID.
- Remind a doctor or nurse to wash their hands. Hand washing is the most important way to prevent infections.
- Know what time of the day you normally get medicine. If you do not get it, tell your nurse or doctor.
- Learn about the tests you get and your treatment plan.
- Make sure your nurse or doctor checks your wristband and asks your name before he or she gives you medicine or treatment.
- Ask your doctor about the special training and experience that qualifies him or her to treat you.
- Read all medical forms and make sure you understand them before you sign anything. If you do not understand, ask your doctor or nurse.

### What you can do to prevent falls

By making some changes, you can lower your chances of falling. To help prevent falls, staff may do any of the following interventions:

- Educate you and/or your family about fall precautions
- Ask you to wear skid-proof footwear
- Advise you to rise slowly when standing
- Place you within staff sight when walking
- Provide one-on-one assistance when you are moving if needed
- Provide adequate lighting with bathroom light on (evening/night shifts)
- Assist you with going to the bathroom or place a commode/bedpan/urinal at your bedside
- Place your room closer to the nurses' station
- Provide assistance with meal trays, laundry and ADL's
- Remove tripping hazards
- Be sure breaks are locked on bed and wheelchair
- Use a call bell and instruct you on use
- Use motion detectors
- Use protective mat at bedside



## Seclusion and restraint

It is our policy to limit the use of seclusion and restraints to emergencies in which there is an imminent risk of a patient physically harming him/her or others. Seclusion and/or restraint will only be employed after the use of less restrictive, nonphysical measures have proven unsuccessful. Seclusion and restraint use will not be based on history of past use or dangerous behavior, imposed as a means of coercion, punishment, discipline or retaliation by staff or as a convenience for staff.

The patient's rights, dignity, privacy, safety and well-being will be supported and maintained. Seclusion or restraint will be discontinued as soon as possible. Patients in seclusion or restraint will be closely monitored and evaluated and immediately assisted if a potentially dangerous situation exists, i.e. choking, seizure, etc.

We are dedicated to preventing, reducing and striving to eliminate the use of seclusion and restraint, as well as preventing emergencies that have the potential to lead to the use of seclusion and restraint. Hospital leadership supports these efforts through ongoing staff training and performance improvement activities.

During the assessment process, staff will ask about any triggers that may place you at risk for acting out in a violent or aggressive manner. Every attempt will be made to avoid these triggers. Staff will also ask what strategies they can use to help prevent acting out or to assist you to regain control of your behavior.

## Infection control

### 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.

- Clean your hands with soap and warm water, especially before eating and after you use the bathroom. Rub your hands really well for at least 15 seconds or rub hands with alcohol-based hand sanitizers until your hands are dry.
- Make sure healthcare providers clean their hands or wear gloves. Don't be afraid to ask them.
- Cover your mouth and nose to prevent the spread of infection to others. 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.
- If you are sick, avoid close contact with others. Don't shake hands or touch others.
- Get shots to avoid disease and fight the spread 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: Chicken pox, Measles, Tetanus, Shingles, Flu (influenza), Whooping cough (Pertussis), German measles (Rubella), Pneumonia, HPV (Human papillomavirus), Mumps, Diphtheria, Hepatitis, Meningitis.

*From The Joint Commission "Speak Up" pamphlet 'Five Things You Can Do to Prevent Infection'.*

## HIV/AIDS Information

Human Immunodeficiency Virus (HIV), the virus that causes AIDS, can infect people of any age, race, gender or sexual orientation. The Ridge provides quality services to all patients, regardless of HIV status.

### What is AIDS?

Acquired Immunodeficiency Syndrome (AIDS) is a disease that can destroy the body's ability to fight off illnesses. There is presently no cure for AIDS.

Regardless of what you may have heard, the AIDS virus is easily avoided. You cannot get the disease from casual contact in school, in the workplace, at parties, in residence facilities or camps, child care centers, stores or by going in a pool where a person who has been infected by the AIDS virus has been swimming.

You also won't get it from the shower, the whirlpool, towels in a locker room, or by using exercise equipment. It won't be passed through a glass or eating utensils. Nor do you have to worry about shaking hands, hugging, or being in a crowded elevator with a person who is infected with the virus. No one has ever gotten AIDS from a mosquito or any other insect bite, or from a toilet seat, urine, excrement, sweat, saliva, or even from a kiss.

The AIDS virus is transmitted through semen, vaginal secretions and blood. Therefore, you can become infected by having sex with an infected person, or by using drugs and sharing a needle and syringe.

Babies of women who have been infected with the AIDS virus may be born with the infection because it can be transmitted from the mother's blood to the baby before or during birth. People with hemophilia and others have been infected by receiving tainted blood.

### What about giving and receiving blood?

There is no way you can come into contact with the AIDS virus by donating blood. All donated blood in the U.S. is tested to make it as safe as possible for those who need it. Call your local blood bank if you have any questions.

### How do you avoid AIDS?

Keeping yourself safe from AIDS is relatively simple. You have to avoid sex with anyone who is infected with the virus and never share needles and syringes.

There is no way to tell if someone is infected without a blood test. If you have sex with anyone who is infected with the virus, you are at risk of becoming infected. Condoms with a spermicide are the best means now available for preventing sexual transmission for those who do not practice abstinence and have not found a mutually faithful, monogamous relationship with an uninfected partner.

If you are giving first aid to someone who is bleeding, you may want to wear rubber gloves if they are available to avoid contact with blood. If blood gets on your skin, simply wash it off with soap and water.

### What if you think you might have the AIDS virus?

The Public Health Service recommends that you should be counseled and tested if, since 1978, you have had any sexually transmitted disease or have shared needles for injecting drugs; if you are a man who has had sex with another man; or if you have had sex with a prostitute, male or female. You should also be tested if you have had sex with anyone who has done any of these things. If you are a woman who has engaged in risky behavior and plans to have a baby or is not using birth control, you should be tested. Your doctor may advise you to be tested if you received a blood transfusion between 1978 and 1985. If you have engaged in risky behavior, speak frankly to a doctor.

### Would you like more information?

If you'd like to know more about AIDS, talk with your doctor, local health department, or hospital. In addition, you can get helpful, confidential information from the National AIDS Hotline, 1-800-CDC-INFO (800-232-4636). It is open 24 hours a day. The Spanish hotline is 1-800-344-SIDA (1-800-344-7432). The hotline for the hearing impaired is 1-800-AJDDS-TTY.

*Adapted from the Center for Disease Control pamphlet "AIDS and You."*

### MRSA

What is MRSA? MRSA is methicillin-resistant *Staphylococcus aureus*, a potentially dangerous type of staph bacteria that is resistant to certain antibiotics and may cause skin and other infections. As with all regular staph infections, recognizing the signs and receiving treatment for MRSA skin infections in the early stages reduces the chances of the infection becoming severe. If you have been diagnosed with MRSA or another multidrug resistant organism, please inform your healthcare provider.

Thank you for choosing our services.



3050 Rio Dosa Drive  
Lexington, Kentucky 40509  
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Outpatient Phone: 859-268-6436

The Joint Commission  
Office of Quality and Patient Safety  
One Renaissance Blvd  
Oakbrook Terrace, IL 60181  
630-792-5800  
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*There are risks associated with any treatment procedure and individual results may vary. Please consult the dedicated professionals within the ECT program at The Ridge Behavioral Health System to assess if you are a candidate for ECT treatment. Our Medical Staff will also consult with you on the risks and benefits of ECT treatment if you are a suitable candidate.*

*Physicians are on the medical staff of The Ridge Behavioral Health System, but, with limited exceptions, are independent practitioners who are not employees or agents of The Ridge Behavioral Health System. The facility shall not be liable for actions or treatments provided by physicians.*

*Model representations of real patients are shown. Actual patients cannot be divulged due to HIPAA regulations.*

*For language assistance, disability accommodations and the non-discrimination notice, visit our website.*

[illegible][illegible]

## The Next Step ...

The Ridge offers several outpatient programs to help ensure your rehabilitation and recovery following your inpatient treatment.

### Psychiatric Services

- Child Partial Program
- Adolescent Partial Program
- Adult Partial Program
- Adolescent Intensive Outpatient Program
- Adult Intensive Outpatient Program
- Psychiatric Evaluations and Ongoing Medication Management (All Ages)
- Tele-psychiatry

### Chemical Dependency Services

- Adolescent Early Intervention Program
- Adolescent Intensive Outpatient Program
- Adult Partial Program
- Adult Intensive Outpatient Program

**Ask a member of your Treatment Team about  
“The Next Step” for you**

**ATTENTION: Free language assistance services are available to you. 859-269-2325**

#### 1. Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

#### 2. Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務

#### 3. German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.

#### 4. Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

#### 5. Arabic

مقر مقرب لصلتا. نأجل ملاب كل رفاوتت ةي وغلل ةدعاسمل اامدخ نإف، ةغلل ركذا ثدحتت تنك اذا: ةظوحلم

#### 6. Serbo-Croatian

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno.

#### 7. Japanese

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。

#### 8. French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

#### 9. Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

#### 10. Pennsylvania Dutch

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch.

#### 11. Nepali

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको नम्रता भाषा सहायता सेवाहरू नशुल्क रूपमा उपलब्ध छ ।

#### 12. Cushite

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama.

#### 13. Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

#### 14. Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

#### 15. Bantu

ICITONDERWA: Nimba uvuga Ikirundi, uzohabwa serivisi zo gufasha mu ndimi, ku buntu.





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