

Richmond State Hospital Client and Family Handbook



This handbook has been prepared especially for you and your family. You may feel somewhat apprehensive about what hospitalization means right now and in the days ahead.

You will find the answers to many of your questions in this handbook. The information included here is general and anything of a specific nature should be discussed with a member of your treatment team.

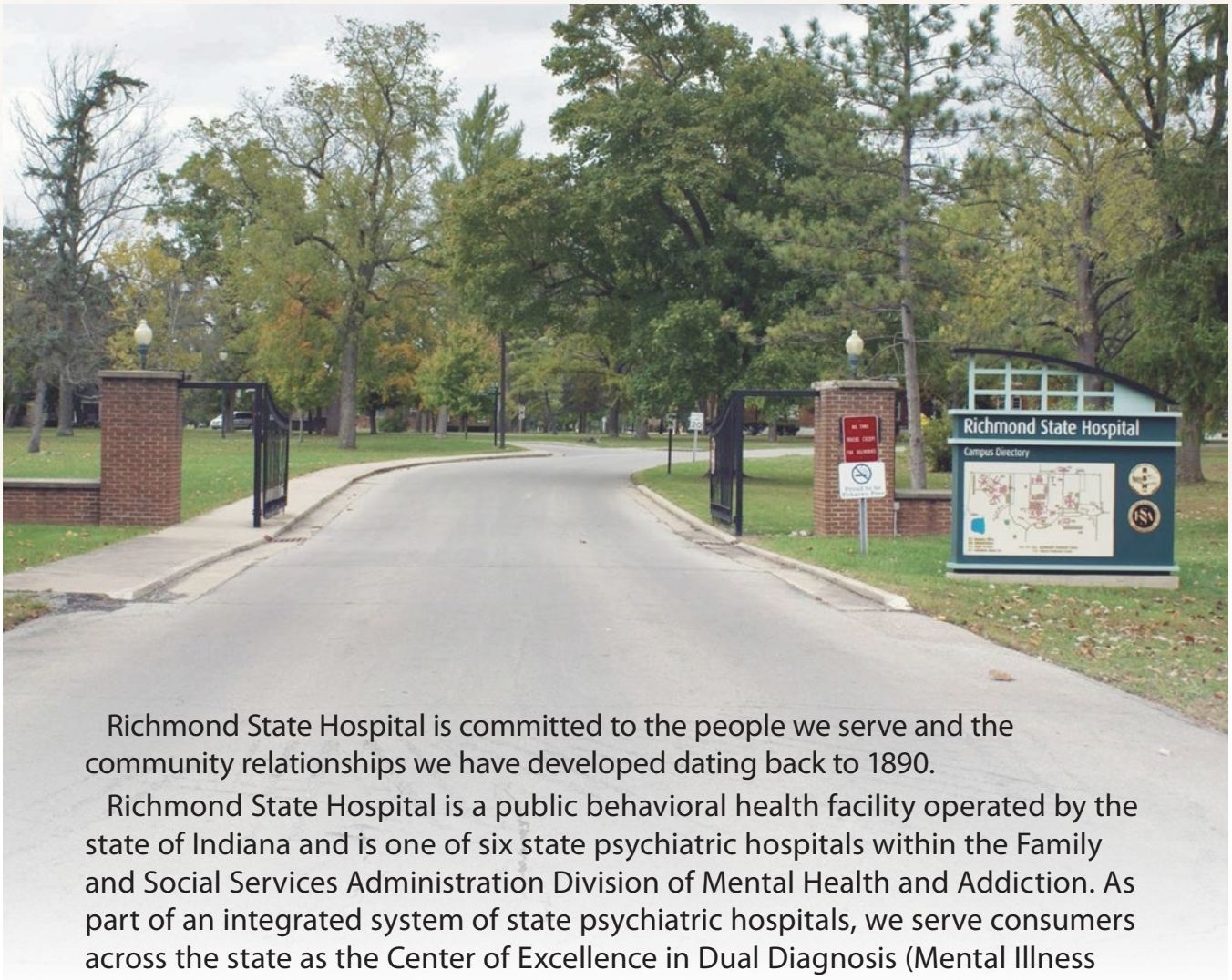
RICHMOND STATE HOSPITAL

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**Division of Mental
Health and Addiction**

Richmond State Hospital Patient Guide



Richmond State Hospital is committed to the people we serve and the community relationships we have developed dating back to 1890.

Richmond State Hospital is a public behavioral health facility operated by the state of Indiana and is one of six state psychiatric hospitals within the Family and Social Services Administration Division of Mental Health and Addiction. As part of an integrated system of state psychiatric hospitals, we serve consumers across the state as the Center of Excellence in Dual Diagnosis (Mental Illness and Addiction).

Nestled in northwestern Richmond, Ind., our beautiful campus provides a quiet and peaceful environment. We provide psychiatric and addiction treatment to all adults regardless of race, religion, sex, gender identification, age, handicap, national origin and ability to pay for services.

We are proud of our heritage and committed to continuing our tradition of service.

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INTRODUCTION

Richmond State Hospital is located about 75 miles east of Indianapolis in Wayne County, Richmond, Ind. and provides a broad range of services to assist Hoosiers with mental illness in their recovery.

Treatment at Richmond State Hospital is open to all without regard to race, religion, sex, gender identification, age, handicap, national origin or ability to pay for services. Referral for services come from a community mental health center or by the Division of Mental Health and Addiction.

Our mission

To provide individualized patient care as the center of all we do.

Our values

- › Recovery
- › Strength
- › Hope

Our vision

To be a center of excellence that meets the evolving public health and patient care needs through:

- › Community partnerships
- › Innovation
- › Technology
- › Evidence-based practice



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RICHMOND STATE HOSPITAL SERVICES

Services are organized into programs around client needs and may be specialized by units. Treatment teams on each unit address individual needs of clients and families and help with the transition back to the community.

Treatment teams typically include: physicians/psychiatrists, nurse practitioners, nurses, behavioral health recovery attendants, psychiatric service specialists, recovery specialists, rehabilitation therapists, substance abuse counselors, dietician and psychologist, behavioral clinicians, clinical service specialists (licensed mental health counselors and clinical social workers), and service line managers.

Other services offered include:

- **Medical clinic**
- **Laboratory services**
- **Dental services**
- **Pharmacy services**

When a medical need arises that cannot be resolved on site, Richmond State Hospital utilizes Reid Health Services as well as other health care facilities and providers as necessary.



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ADMISSION

Clients are admitted to the hospital upon referral from community gatekeepers. A gatekeeper is a community mental health center who assumes continuity of care after discharge.

Personal items

Upon admission, patients will have all belongings and his or her person searched. Items which are illegal will be taken by security and destroyed. Items which are prohibited and not illegal will be secured and kept until there is a defined need for the item(s), until the item(s) can be sent home or until the individual is discharged to a different environment.

All personal items must be recorded on the patient clothing record and/or record of valuables and personal property. These forms are maintained in the patient's medical record.

Items provided to the patient (alcohol-free)

- › Shampoo
- › Combs/brushes
- › Body wash
- › Feminine hygiene products
- › Lotion
- › Laundry detergent
- › Shaving cream
- › Dryer sheets
- › Deodorant
- › Hangers
- › Razors
- › Sheets, blankets and pillows
- › Toothpaste
- › Paper items
- › Toothbrushes
- › Housekeeping supplies

Items allowed

- › 7 to 8 days of clothing
- › Electric razors
- › Shoes and slippers
- › Alarm clock
- › Outer garments appropriate for the season
- › Family pictures (no glass in frames)
- › Small amount of money (\$10-\$20 per week)
- › Hygiene items that are alcohol-free/non-glass
- › Phone cards
- › Stationery, envelopes and stamps

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Items not allowed (for safety purposes)

- › Weapons or items easily used as weapons
- › Products in glass containers: food, drinks, nail polish, perfumes or colognes
- › Products containing alcohol: liquor, mouthwash, hand sanitizer, hair-spray, body spray
- › Medications, including over-the-counter and vitamins
- › Aerosol items
- › Hair color, weaves
- › Tobacco products of any kind
- › Lighters or matches
- › Cell phones
- › Computer items or video games
- › Cameras or video recorders
- › Credit or debit cards
- › Vehicles
- › Any electronic devices capable of recording, taking pictures or videos (includes iPods, MP3 players, etc.)
- › Clothing with sexually explicit or alcohol and tobacco-related slogans or promotions
- › Clothing with offensive sayings or symbols
- › Metal hangers
- › Straight-edged razors
- › No revealing clothing (e.g., tops with spaghetti straps or short shorts)
- › Sharp items such as nail clippers or scissors
- › Books, magazines, DVDs and CDs that are R or X-rated and contains explicit language
- › Items of significant value (jewelry, electronics, etc.)

Nutrition

All patients are given a nutritional assessment upon admission to determine what diet the physician will order. They receive three meals a day and are provided snacks based on that physician-ordered diet. Patients also participate in special events where refreshments and special foods consistent with diet are provided.

Patients have access to vending machines once a day and are encouraged to consume their purchases in the vending area.

Storage of personal food items on the unit is not permitted. Families should refrain from sending or bringing care packages that contain food and/or drinks.

Visitors may still bring a meal to share with their loved one during visitation hours, although we ask that it be consumed at the time and not shared with other patients. Also, visitors need to be mindful of the patient's prescribed diet and food allergies when bringing in food.

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PATIENT SAFETY

Richmond State Hospital is dedicated to preventing violence and providing a safe environment for all. Safety is everyone's responsibility. Therefore, if you see a safety issue, we ask that you report it to any staff member.

Security cameras

Common areas of all patient units, corridors, gymnasiums and building exteriors are under the surveillance of security cameras.

Weapons

All weapons are prohibited. These may include, but are not limited to: guns, knives, devices used to start fires, etc.

Infection control

- You are encouraged to wash your hands with soap and water to prevent the spread of germs.
- Sharing of personal belongings, such as combs, hair brushes, clothes, etc. is discouraged.
- While family members may bring food items for you, we discourage you or your family from distributing food items to other patients.

Falls prevention

Falls can account for significant injuries in hospitalized patients. At Richmond State Hospital, all patients are assessed for potential for falls within 72 hours of admission and annually thereafter. Depending on the assessment, measures will be taken to prevent a fall. If a fall does occur, reassessment and additional measures will be taken to keep you safe.

Patient identification

When you are admitted to this hospital, and periodically afterward, you will have your photo taken for identification purposes. For certain activities, such as medication administration, lab tests or meals, staff will verify your identity by looking at a picture of you and asking you for your birth date.

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TOBACCO

Richmond State Hospital is a tobacco-free environment. Smoking and use of tobacco products by anyone, including visitors, is prohibited in any building, vehicle or on grounds. Smoking cessation programs are available.

RELIGIOUS FREEDOM

You have the right to practice your religion. We cannot require you to attend religious events or watch/listen to religious programs on television or radio. Participation in religious events is optional. We do ask that you respect the religious beliefs of others.

You may keep any personal symbols of your religious persuasion as long as it is not a safety hazard.

Chaplain services are available upon request to you and your loved ones.

PRIVACY

State and federal laws protect the release of your health information as an inpatient and after discharge. While Richmond State Hospital and you own your health information, Richmond State Hospital owns the medical record and has the right to use it for certain purposes. How and when your information can be used and released is documented in the notice of health information privacy practices that you receive upon admission.

Requests to see your record or receive copies must be made through your treatment team and approved by the physician.

All complaints of possible breaches of confidentiality should be directed to the Richmond State Hospital privacy officer.

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VISITATION

Richmond State Hospital encourages visits by family and significant others; however all visitors must have approval from the patient prior to the visitation occurring.

Open visitation times are Saturday, Sunday and holidays from 1 to 4 p.m. All other visitation times need to be scheduled through the unit social worker and treatment team to avoid conflicts with outside appointments and scheduled therapies.

All visitors will be asked to leave their coats and other possessions in a locker provided for them at the entrance of each patient building.

If visitors wish to bring money for the patients it is advised to have it in the form of a money order or check that can be deposited in their account and then withdrawn.

Visitors under the age of 18 must be accompanied by a parent, guardian or family member over the age of 21.

Visitors must register at the main entrance of the CTC building. After showing a photo ID, visitors will be issued a visitor pass. Once it has been verified the client has given permission for this individual to visit, the visitor will be allowed to proceed to visitation or patient area.

If a visitor appears to be ill, exhibiting signs and symptoms of an infectious disease, reception staff will notify the unit nurse/nursing supervisor of a potential infectious disease. The unit nurse/nursing supervisor may ask the visitor to wear a mask or may restrict the visitor due to the possible infectious disease.

Visitation by former patients must be pre-approved by the treatment team.

Visitors may also reserve a hospitality house at no cost by calling 765-935-9201.

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PERSONAL SPENDING

Each unit has individualized the amount of money that you are allowed to carry on your person based upon collective and individual functioning level, with a maximum of \$20 allowed. Your psychiatric service specialist will be monitoring the allocation of money to you on a weekly basis. If family members want to send money to you, please have them send a check or money order to the business office, payable to Richmond State Hospital, with your name on the memo line. It is advised not to send cash.

RESPONSIBILITIES AND EXPECTATIONS

While you are at Richmond State Hospital, you are expected to:

- Actively participate in your own care and treatment therapies.
- Take care of your personal property and protect it from loss or theft.
- Cooperate in periodic searches of person and/or property.
- Keep yourself and your room neat and clean.
- Respect the rights and privacy of others.
- Refrain from discussing other clients with family or others when you return to the community.
- Abstain from alcohol and drug use.
- Refrain from illegal activity.
- Encourage your family and/or significant others to participate in treatment planning and care conferences.
- Respect our tobacco-free environment by not using tobacco products anywhere on the grounds.
- While you are here, you will receive information about the charges/billing for your care from the social worker.
- If you receive Social Security disability income, the Social Security Administration limits the amount of personal spending money you receive each month to \$60, which is dispersed in increments throughout the month.
- Remain on grounds at all times except for approved community outings.

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YOUR RIGHTS

Under Indiana Code 12-27, all clients have certain rights and privileges while at Richmond State Hospital. Along with these rights, however, come responsibilities. Everyone is expected to behave in a manner which respects the rights of others.

There are two types of rights: guaranteed and conditional.

Guaranteed rights

Guaranteed rights include:

- › Treatment with dignity and respect
- › Effective pain assessment and management
- › Mental and physical examinations
- › An individualized plan of care
- › A sanitary and humane living environment
- › Freedom from all forms of abuse (harassment, verbal, mental, physical and sexual)
- › The right to practice your religion
- › Freedom from unnecessary seclusion and restraint
- › Notification of any significant adverse event affecting your care
- › The right to request and receive a second opinion at your own expense
- › The right to vote
- › Right to contract and consult with legal counsel at your own expense
- › Right to file a complaint about your care or treatment

Conditional rights

Conditional rights may be limited by court order, statute, hospital policy, unit program or your individual care plan. These include:

- › The right to keep and use your own personal items
- › Have a job and receive payment for your work (minimum wage)
- › Keep and be allowed to spend reasonable amounts of your own money
- › Receive progress reports
- › Be visited at reasonable times
- › Reasonable means of communication with persons outside the hospital
- › Provisions made to place and receive telephone calls at your own expense
- › Access to reasonable amounts of writing material and postage
- › Receive and send mail

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Right to refuse treatment

If you are an adult voluntary patient, you may refuse certain aspects of treatment.

If you are an adult, court-committed patient, your commitment may specify treatment and/or medications. If you wish to refuse treatment and/or medications, you must petition the court for an exception.

Right to petition court for release from commitment

If you are committed here by a court, you have the right to petition the court to ask for dismissal of the commitment. If you are unable to write, please ask the staff to assist you with the petition and mailing it to the court. Social workers generally assist in correspondence with other agencies.

HOW TO RESOLVE AN ISSUE/COMPLAINT

Issues and/or complaints may surface during your stay at Richmond State Hospital. Talking with unit staff or treatment team members resolves most issues. If the issue is not resolved, there are several ways to have your concern addressed:

- **Richmond State Hospital human rights chairperson: 765-935-9215**
- **DMHA consumer service line: 800-901-1133**
- **Indiana Disability Rights: 800-622-4845**

Complaint boxes are located on every unit and at other strategic locations. The complaints are collected by a member of the human rights committee or designee on a regular basis. Once a complaint is picked up, it's reviewed by members of the human rights committee and sorted by level:

- **Abuse allegations are investigated immediately by the security department**
- **Allegations of conditional rights violations are investigated within five business days**
- **Allegations of guaranteed rights violations are investigated within three business days**
- **Other concerns are addressed as soon as possible**

If you have a safety concern that has not been addressed by staff or you feel there has been retaliation for filing a complaint, please contact hospital administration at 765-935-9201. If you feel that the hospital administration has not responded to your concerns, you may contact the Joint Commission (our accrediting body) at 800-994-6610.

