



# Patient, Caregiver / Support Person(s) Information

Welcome to Inpatient Mental Health

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Inpatient Mental Health provides mental health assessments and short-term treatment for those individuals who cannot be cared for safely and effectively as outpatients. We understand that being in the hospital can be difficult and we will work to make your stay comfortable.

Together, our staff will work with you and your caregiver or support person(s) to create a treatment plan. This plan will help you find coping strategies and manage your illness. It will include your personal needs and goals for your recovery journey.

## Your Healthcare Team

A full range of Health Care Professionals work together with you and your caregiver or support person(s) to ensure you receive the care you need and help with your treatment plan.

Team members may include:

- **Nurses:** Nurses give medications and help coordinate your care. They provide education, information and support to you and your caregiver or support person(s). Each day and on each shift, a nurse is assigned to your care.
- **Psychiatrists:** A psychiatrist sees you regularly and kept up to date on your progress by other staff.
- **Social Workers:** A social worker is able to help with discharge planning, recommending help in your community and they lead Therapeutic Groups during the week.
- **Hospitalist:** A hospitalist is an in-patient doctor who works only in the hospital and may help manage your medical needs during your time on the unit.
- **Allied Health Professionals:** This includes physiotherapists, occupational therapists and dietitians that assist in your care and treatment while in the hospital.

People who are important to you can be a valuable part of your recovery. They may be a relative, friend, case worker, chaplain, or any other supportive person. Caregivers, family

members and supportive people are important partners in your treatment, and are welcomed to work together with you and your health care team.

## Safety Guidelines

Your care team strives to keep your hospital stay safe. There are guidelines to help patients, caregivers, families and staff keep a safe space for everyone. While these guidelines may change for individuals to best meet everyone's needs, we ask for your understanding and cooperation in following them.

When you arrive on the unit, for your safety and the safety of others, your belongings will be checked for items that may cause harm (i.e. sharp objects, glass, razors, scissors or any device with a camera). These items will be stored safely and will be returned when you are discharged.

## Privacy Guidelines

We rely on your consent when collecting, using or disclosing your personal health information. Before we can disclose any personal health information about you to your caregiver or support person(s), we must have your consent. It is important that you identify these individual(s) with your Nurse. Your consent may be verbal, in writing or by electronic means and you may withdraw or limit this consent at any time.

Unless you tell us not to:

- We may disclose your personal health information to other Care Providers within the **Circle of Care** for the purposes of providing or assisting in the provision of your health care. The **Circle of Care** may include family/other physicians, community service providers, Home and Community Care, hospital, psychiatric or independent health facility, home for the aged/special care, rest/long term care/retirement home.

If you wish to learn more about your Privacy, please visit the HPHA website [www.hpha.ca/phi](http://www.hpha.ca/phi)

## While You are on Inpatient Mental Health

- **Showers:** Showers and towels are available between the hours of 7:30 a.m. and 9 p.m.
- **Laundry:** A washing machine and dryer are available for you to use and laundry detergent is provided

- **Cell Phones:** - Cell phones are not allowed on the unit and will be stored at the communication station. Your treatment team will determine cell phone privileges; if permitted, you may use your cell phone for short periods in the front hallway, supervised by staff. Recording or photographing of other patients or staff is strictly prohibited. This is considered an invasion of privacy, if recording is observed or suspected, you will no longer be able to use your cell phone.
- **Telephones:** There are two portable phones available for you to use between the hours of 8 a.m. – 10 p.m. The phone numbers for these telephones are 519-272-8210 extension 2284 and 519-272-8210 extension 2278. Please return the portable phones to the communication station after use.
- **Visiting Guidelines:** Visiting on Inpatient Mental Health can be impacted by patient acuity and unit activity so a phone call to unit prior to visiting is advised. We ask that visitors refrain from visiting during group time and ask that you review the schedule prior to arranging a visit.
  - Children under the age of 16 are not permitted. If you have questions about this please speak with your health care team.
  - All visitors may be required to wear a hospital-issued mask where patient care is provided.
  - Visitors must also check-in at the communication station and all personal belongings will be placed into a locker during their visit. It is important to respect the privacy of other patients on the unit.
- **Smoking:** Smoking is not allowed on hospital property. For your comfort, we can provide smoking cessation aids (nicotine patches, gum or inhalers). Electronic cigarettes or vapes are not allowed. Cigarettes and lighters/matches will be stored at the communication station.
- **Meals:** All meals are served in the dining room. Your tray will be labelled with your name. Breakfast is served at 8:15 a.m., lunch is served at 12:30 p.m. and dinner is served at 5:30 p.m.
- **Passes:** Your care plan is determined by you and your healthcare team. This plan may include passes to leave the unit. Please speak to your team if you are interested in pass time. You will need to inform us how your pass time will benefit your mental health recovery.
- **Medications:** Your medication will be ordered by your doctor and provided by the hospital. For your own safety and the safety of others, using any non-prescribed medication, alcohol or illicit drugs is not allowed. Using or distributing these substances may result in restriction of passes or discharge from the hospital.

- **Groups:** Groups take place Monday through Friday to assist you in your mental health recovery. Groups include Yoga, Dialectical Behavior Therapy (DBT) skills, Canadian Mental Health Association Peer Outreach Group, Pet Therapy and Art Therapy. Please see the posted group schedule in your room. Groups are mandatory. If you are unable to participate in a group, please speak to your nurse.

## Discharge Planning

You and your health care team will work together to get you back to your community as soon as possible. Once you are ready to be supported in the community, you will be prepared for discharge from the hospital. Before you leave we will discuss follow up plans with you, based on your personal needs and preferences. Your team will help you access the right services and supports in the community. You will be given a Patient-Oriented Discharge Summary (PODS) with a list of your medications and follow-up appointments. Your nurse will review this with you before you leave the hospital.

## Comments/Feedback

We welcome and encourage you to tell us about your experience. You may receive an email, or you can visit our website [www.hpha.ca/feedback](http://www.hpha.ca/feedback) to complete an electronic survey. If you wish to talk to someone directly, contact our Patient Experience Office at 1-888-275-1102 ext. 2423. You may also contact:

Inpatient Mental Health & Emergency Department Manager 519-272-8210 extension 2283.