



DUAL DIAGNOSIS PARTIAL HOSPITAL AND INTENSIVE OUTPATIENT PROGRAM

A GUIDE FOR PATIENTS

To All Our Patients:

Bournewood Health Systems is committed to an approach that treats people with dignity, respect and mutuality, protects their rights, provides the best care possible, supports them in their recovery and collaborates with individuals and families in their treatment. Our philosophy stands for providing a safe, therapeutic and healing environment for patients, families and staff.

The research and data show that most individuals come to Bournewood for help in the aftermath of traumatic experiences or have a history of trauma in their lives. These experiences affect families as well. We strive to minimize these experiences and focus on hope, dignity, tolerance and recovery.

We welcome and encourage your suggestions to improve safety and prevent conflict situations at Bournewood. You can leave us suggestions in writing or visit our website www.bournewood.com and send us a message via the contact form. You can also leave a message for our Human Rights Officer by calling 617-469-0300 ext. 3640.

Thank you for helping us sustain a safe and healing environment of recovery for patients, families and staff.

We hope the following information will help you know what to expect during your stay at Bournewood Hospital.

Patient Rights

You will receive a formal statement of your patient rights. They are also posted in the Ambulatory Services lobby. We ask you to review this information and if you have any questions, please ask your Social Worker/Clinician. In addition, you have the right to a humane psychological and physical treatment environment. Bournewood supports these rights, as well as the U.S. Consumer Bill of Rights, which includes:

- the right to be safe
- the right to choose freely

- the right to be heard
- the right to be informed
- the right to education
- the right to service

Program Expectations

Bournewood Hospital places a high value on maintaining a safe and respectful environment that promotes healing and recovery. Individuals who come to Bournewood for treatment play an important role in this objective and we ask that they respect and participate in the following policies during their stay:

1. Be respectful – please listen to others the way you want to be listened to and treat others with respect. Remember that all patients have a right to be heard. Interrupting or talking while someone is sharing is insensitive to that person. Please respect other patients and the hospital's property.
2. Program Attendance – The hours of operation of the program are Monday through Friday 9 am to 2:30 pm. In order to gain the full benefit of the program, daily attendance is required. Failure to attend without advance permission from your Social Worker/Counselor may result in discharge from the program. Appeals of discharge may be made to the Program Director.
3. Group Attendance – Attendance in groups is mandatory. Please be on time and seated by the beginning of the group and remain until the end of the group. Please refrain from eating, drinking, listening to music and reading.
4. Electronic Devices – cell phones, pagers, headphones, etc. may only be used during breaks and are prohibited during group.
5. Smoking – smoking of tobacco products is only allowed in designated areas; the gazebo or a minimum of 20 feet away from the building. Vaporizers are not permitted.
6. Alcohol/Drug Use: Use of alcohol or un-prescribed drugs at the program or after hours, imperils the recovery of everyone and will likely result in termination from the program. Random drug screens will be administered at the discretion of staff.
7. Dress – Please wear clothing that is not provocative or suggestive, and absent of any drug/alcohol related sayings or images.
8. Photographs – In order to protect the privacy and confidentiality of all our patients, please refrain from taking photographs, videos, etc.

The Importance of Aftercare

Completing the PHP program here at Bournewood is a major accomplishment, but it doesn't necessarily mean that there's not more work to do. During the weeks, months and even years after completing the program, individuals in recovery are still at risk for relapse. Having a co-occurring disorder/dual diagnosis – a mental health condition that occurs along with a substance use disorder – increase the risk of falling back into self-destructive patterns. Aftercare planning can help to minimize the risk, and keep

you moving forward on the road to a completely drug free life. The quality of your aftercare plan can have a strong influence on your chances of remaining sober after you finish the PHP program. Starting on your first day your Social Worker/Counselor and you will begin to develop an aftercare plan.

Privacy Information

Information concerning patients' medical or physical conditions is confidential. Under federal privacy laws, hospital and healthcare workers are prohibited from discussing or providing "Personal Health Information" (PHI) to anyone without prior written permission from the patient or from his or her legal guardian.

For More Information

Patients have the right to express their concerns about any safety or medical issues and are encouraged to speak to the Human Rights Officer by calling (617) 469-0300.

Patients may also speak with any member of their treatment team.

People with additional concerns or who find this avenue unsatisfactory may bring these concerns to the attention of the Department of Mental Health at dmhinfo@dmh.state.ma.us or at (617) 626-8000; The Joint Commission at complaint@jointcommission.org or at (800) 994-6610; or the Department of Public Health at (617) 624-6000.