

A GUIDE FOR PATIENTS AND FAMILIES Bournewood Inpatient Program

To All Our Patients and Their Families:

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. As part of this approach we are committed to preventing conflict in our facilities and programs.

Bournewood and its highly trained and dedicated clinical staff look to you as partners in our efforts to reduce restraint and seclusion at our hospital. We are committed to conflict resolution and we champion zero tolerance for violence. 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

Bournewood Hospital adheres to the Massachusetts Department of Mental Health's six fundamental rights for all patients. These rights cannot be restricted unless there are compelling reasons as determined by the treatment team and attending physician. The six fundamental are:

1. Access to the telephone and privacy of calls
2. Ability to receive and send mail and to have the writing materials and postage to do so
3. Access to receive visitors at reasonable times
4. The right to receive or refuse visits from clergy, attorneys and therapists

5. 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
6. Access to fresh air

The Role of Families

A person's family and friends are important to their course of treatment and recovery. The clinical staff provides families with support and education through meetings, formal group sessions and informal discussions. We're always available to answer questions and hear your concerns.

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, and their families, play an important role in this objective and we ask that they respect and participate in the following policies during their stay:

- Bournewood Hospital is a smoke-free facility; smoking is allowed only in designated outdoor areas.
- Individuals in treatment at Bournewood may take only medications prescribed by a Bournewood physician or other prescribing clinician during their stay at our facilities. The possession and use of alcohol or any other drugs, including non-prescribed medication or contraband, is prohibited.
- Sexual activity between patients is not allowed.
- Participation in group therapy sessions is essential.
- Random urine screens are initiated at the discretion of staff.
- Cell phones and other mobile devices are not allowed during a person's stay. Visitors are also discouraged from using electronic devices. Use of cameras is not allowed on the Bournewood campus to ensure the confidentiality of all individuals in treatment at the facility.
- All valuables should be left at home. Bournewood cannot assure their safekeeping.

The above expectations are important in maintaining a safe treatment environment. If patients are unable to meet these expectations, the treatment team may recommend discharge. If a patient disagrees with this decision, they may request an appeal to the Chief Medical Officer or designee.

Guidelines for placing phone calls to individuals staying at Bournewood

Individuals in treatment at Bournewood may receive phone calls on their designated units until 10 p.m. every day. We respectfully ask that calls be limited to 10 minutes as a courtesy to others. Please remember that cell phones and mobile devices with cameras are not permitted on the treatment units. Contact the Admissions Office at 800-469-0300 for the phone numbers to reach Bournewood treatment units.

What You Should Bring

Patients should bring three days' worth of comfortable clothing with them. Coats and other outdoor clothing and accessories appropriate for the season are also recommended. Bournewood is able to provide only limited laundry service by staff, so patients are encouraged to have laundry done by family whenever possible.

Discharge and Transportation

Patients scheduled to be discharged may be picked up by 11 a.m. on the day of discharge in most cases. Earlier discharge times can be arranged with the treatment team. Bournewood Hospital also offers transportation for patients on a scheduled basis to and from the Forest Hills Train Station on the Orange Line and Cleveland Circle on the Green Line. Other arrangements can be made on an individual basis. No patient vehicles are allowed overnight on the campus.

The Importance of Aftercare

Patients are strongly encouraged to have effective support systems in place when they leave Bournewood. Staff will coordinate continued treatment with outpatient providers whenever possible and will encourage connections with appropriate community resources as part of the 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.