

WHAT ARE SOME OF THE REASONS I MIGHT SEND A PATIENT OR CLIENT TO YOU FOR HELP?

There are many reasons a person may need our help. They may have severe or mild behavioral health challenges and it is important to note we can offer support at varying levels. Some of the most common reasons providers look to our team to help is when someone is suffering from anxiety, feelings of depression, changes in relationships, racing thoughts, auditory or visual hallucinations and thoughts or feelings of self-harm.

WHAT IS YOUR TREATMENT APPROACH?

We take a multidisciplinary team approach to ensure each patient receives individualized, quality care in a therapeutic environment. We understand behavioral health treatment is not a “one size fits all” and our team works with the patient and their families to work towards the best outcome.

WHAT DO YOU ASSESS FOR DURING THE FREE ASSESSMENT?

Our trained staff is evaluating for all levels of care when a person is being assessed. This means we are looking to learn more about the person’s mental health needs through a series of questions and observation. Some patients may be appropriate for our outpatient setting, depending on their situation. We are happy to give options about the local resources in the community.

DO I NEED TO HAVE A FORMAL REFERRAL TO GET AN ASSESSMENT?

No. Anyone can call us 24/7 for help and support.

HOW LONG CAN I EXPECT MY PATIENT OR CLIENT TO BE IN THE INPATIENT OR OUTPATIENT PROGRAM?

The length of stay can vary by population and individual needs. Because we are an acute setting we usually have individuals seeking treatment stay with us between five to seven days. Sometimes they stay for a shorter or longer period of time. The outpatient program is a structured day and can last typically between two and six weeks depending on the individual’s needs.

WHAT SHOULD I BRING TO THE HOSPITAL?

- Three changes of clothing (washers and dryers are available)
- Basic toiletries/grooming aids*
- Glasses, contacts, contact solutions, hearing aids and batteries
- Tennis or slip on shoes and socks**
- One set of warm outerwear
- Appropriate sleep wear and under garments

*All toiletries must be in unopened packages.

** No strings on any of the clothing or shoes.

WHAT ITEMS ARE NOT ALLOWED AT THE DHR HEALTH BEHAVIORAL HOSPITAL?

Items known as contraband are not allowed at our facility. These items include, but are not limited to:

- Any type of electronic devices such as cell phones, iPods, laptops, etc.
- Jewelry
- Tight fitting clothing, clothing with profanity or drug paraphernalia, revealing clothing, belts, clothes with drawstrings, and bras with underwire,
- Shoelaces
- Caps or headwear
- Any other item deemed inappropriate by an administrator

HOW DO VISITING HOURS WORK FOR THE INPATIENT PROGRAM?

WILL I HAVE PHONE PRIVILEGES TO CONTACT MY FAMILY?

Adult and Geriatric patients are allowed to use the phone in the units, unless there is a group in session. Children and Adolescent patients are allowed phone privileges during visitation hours only. The patient handbook indicates all visitation and phone times. All visitors must sign-in and provide the Pin number for the patient in order to be allowed to visit. Visitors must check all packages at the reception desk before being permitted to enter the facility. We typically do not allow more than two visitors at a time and only allow parents and grandparents. Food, cameras and cell phones are prohibited during visitation. Visitation times are as follows daily:

Children's Program:	5:45 p.m. - 6:30 p.m.
Adolescent Program:	5:15 p.m. - 6:00 p.m.
Adult and Geriatric Programs:	6:00 a.m. - 6:45 p.m.

HOW WILL MY MEDICATIONS BE MODIFIED AND MANAGED?

We ask all patients to bring their home medications upon admittance to hospital. This includes prescription medications, over-the-counter drugs, vitamins and homeopathic remedies. Each individual is assigned a psychiatrist to monitor and modify medications. Your verbal consent will be required before medication changes are implemented. A nurse will be present on the unit 24 hours a day, 7 days a week to monitor your response to medications.

WILL MY INSURANCE COVER THE SERVICES I RECEIVE?

A consultant from our business office will explain insurance, authorization and billing. Additionally, our Intake Coordinators and Case Management will ensure that insurance benefits are verified and will pre-certify the hospital stay with your insurance company. Contact with your insurance company to ensure coverage will be maintained throughout your stay. We accept most major insurances.

WHAT CAN I EXPECT AT DISCHARGE?

Continuing care planning begins on the day of admission and is coordinated with your treatment team and case manager. You and the interdisciplinary team will develop a comprehensive continuing care plan that includes, but is not limited to: follow-up appointments with aftercare providers, medication prescriptions, crisis plan, and support group information.

CAN I SMOKE ON THE UNIT?

Although DHR Health is a smoke free facility, we do allow adult and geriatric patients to smoke during designated times. We do not provide access to cigarettes. Patients are responsible for providing their own cigarettes and must be brought in an unopened pack. We do not allow electronic cigarettes or cigars.

DHR HEALTH BEHAVIORAL HOSPITAL CORE VALUES

Compassion: Providing services with empathy, dignity and kindness.

Accountability: Holding everyone at DHR Health Behavioral Hospital responsible for the safety, security and well-being of the patients entrusted to our care.

Integrity: Embracing the highest standards of behavior and promoting honesty, responsibility, trustworthiness and fairness in all our relationships.

Excellence: Always pursuing a higher standard to be better than the best.

Quality Care: Providing care that is restorative and enhancing to the well-being of our patients.