

*Eagleville*

*Hospital*

*Patient Handbook*

*Revised July 2008*

## **WELCOME**

Welcome to Eagleville Hospital! We hope that your stay with us will be the beginning of a new life free of alcohol and drugs. You will find that Eagleville is both a supportive and challenging place. Your treatment professionals will help you enter recovery, and they will encourage you to actively participate in all phases of the program. This Patient Handbook is an introduction to Eagleville. Please be sure to read it and if you have any questions talk to a staff member. We wish you well in your recovery and hope you will quickly return to your family, friends and community.

## **TREATMENT**

While at Eagleville you will be assessed by a team of professionals to determine your level of care and your individual treatment needs. You will be assigned to a treatment team trained in the latest and most effective treatment techniques to address your problems.

Clinical staff will work with you to create a Treatment Plan that includes your personal goals. Your treatment will include individual, group, and family therapy as needed. You will receive education on addiction and, when needed, education on mental health issues and medications. When your family visits they will receive family education. Life skills groups and recreational activities are part of your treatment as well. We also offer self-help recovery meetings on a daily basis. Staff will work with you to develop your aftercare plan. We encourage you to actively participate in all phases of treatment because your participation is the most important part of your recovery.

## **PATIENT RESPONSIBILITIES**

During the first few days of your treatment, a staff member will meet with you to review your responsibilities. Adhering to these guidelines is an important part of your recovery.

You have the responsibility to:

- be honest about matters that relate to you and your treatment,
- be considerate and respectful of the rights of other patients and staff,
- honor the confidentiality and privacy of other patients,
- comply with the rules and requirements of your treatment program and team,
- take an active part in your individual and group therapeutic sessions and activities,
- take an active part in program or team meetings,
- keep your treatment areas, living areas and the grounds of the hospital clean and undamaged,
- live up to the principle of responsible concern by informing staff of incidents that can be harmful to you, other patients or the whole Eagleville community.

We expect you to maintain proper behavior at all times. Clinical staff from any Eagleville Hospital program may intervene if they observe you engaging in inappropriate behavior.

## **EAGLEVILLE HOSPITAL GUIDELINES**

We are concerned about both your safety and the safety of all of our patients, visitors, and staff. We believe that in order for you to begin recovery you need to be able to feel safe, know that your secrets are kept confidential, and also know that Eagleville is a drug and alcohol-free environment. Our guidelines and rules at Eagleville exist to help patients get along with each other, keep order in the units, and maintain a safe environment. Listed below are guidelines and rules that are intended to make your stay here at Eagleville a productive and rewarding one.

1. Because we know that your recovery cannot begin unless Eagleville is a drug and alcohol-free environment, we **prohibit the use or possession of both prescribed and non-prescribed drugs and alcohol.**
2. For your safety and the safety of others, **we cannot allow threats, acts of physical violence, or destructive behavior.**
  - Threats of physical violence are any words or gestures that indicate that you intend to harm another person.
  - Physical violence is any act of physical aggression including hitting, slapping, pushing, kicking, biting, and throwing objects.
  - Destructive behavior is any intentional act that results in damage to hospital property or the personal property of other patients and/or staff.
3. We respect your privacy and we expect you to **respect and protect the privacy of other patients.** To ensure privacy **we must insist that all information discussed in therapy sessions be kept confidential.** Please do not share information discussed in group with anyone outside of your therapy group. Also when speaking on the telephone or with visitors, please do not give any information regarding another person, including the fact that the other person is or was in treatment. We also ask that you maintain this same confidentiality after you leave Eagleville.
4. For everyone's protection **security cameras are used** in all buildings and outdoors on Eagleville's campus. Interfering with the operation of a camera is strictly prohibited. To ensure the safety of all patients, staff, and visitors, **all of our buildings have fire alarms.** For the safety of everyone we will not tolerate anyone pulling a false fire alarm.
5. We want you to focus on your treatment while at Eagleville, so we **strongly discourage romantic relationships.** **We will not tolerate behaviors such as note passing, phone calls between units, sexual comments, and sexual harassment.** These behaviors interfere with both your treatment and the treatment of other patients.
6. **You may smoke in designated smoking areas throughout the campus.** In order to keep our campus beautiful we ask that you please use the ashtrays in the smoking areas. It is now recognized that smoking is a danger to one's health so if you would like to quit smoking while at Eagleville please talk with staff. Staff can provide you with literature and other assistance to help you quit smoking.
7. In order to respect the treatment community here at Eagleville **we must prohibit you from borrowing or lending money and from selling personal items or services (haircuts, etc).** Eagleville cannot accept responsibility for items that you loan to other patients.
8. We want you to maintain a positive image while in treatment so **we ask that you wear appropriate clothing and undergarments at all times.** We ask that you be fully dressed

when outside your room and that you not wear pajamas, nightgowns or bathrobes outside your room. Also to avoid foot injuries and the spread of infection please wear shoes when walking around your unit and the campus. For the respect of all our patients and staff we prohibit the following clothing:

- Bare-chested or braless attire
  - See-through or low-cut shirts, or bare midriffs
  - Halter-tops
  - Clothing with drug/alcohol or sexual signs or symbols, or profanity
  - Tight fitting garments
  - Muscle or cut-off tee shirts
  - Mini-skirts
  - Short shorts
9. For the safety of our patients **you are not permitted to cut, style, or use heating devices on each other's hair.** A barber visits the campus for hair care needs.
10. In order to keep our units clean and prevent the spread of infection, **unwrapped or open food should not be stored in your room. Also, food and beverages may not be taken out of the dining hall.**
11. We know how important your personal belongings and valuables are to you so **you will be assigned an area in your room to store your personal belongings.** But since our storage space is limited we ask that you send unneeded belongings home. Eagleville cannot assume responsibility for personal belongings so we suggest that valuable items (jewelry, credit cards, etc.) be returned home or placed in the Eagleville Hospital safe. Radios may only be used on your unit and please keep the volume at a low level so that it will not disturb others. **Cell phones, Black Berry or Palm Pilot devices, pagers, iPods, recording devices, camcorders, cameras, walkmans, DVD or CD players, personal DVD's and CD's, electronic gaming devices, televisions and personal computers are not allowed.**
12. Each unit has a daily schedule to encourage personal growth and positive behavioral change. Your unit schedule is posted on your unit. Please follow your unit schedule and attend all meetings, appointments, and groups.

## **LIVING ARRANGEMENTS**

- Please respect the fact that you are sharing your room and bathroom with others. If you have a conflict with your roommate, seek out a staff member immediately so that the conflict can be resolved.
- Please do not go into any unit other than the one where you reside.
- You are responsible for your laundry and the cleanliness of your living area. We provide you with laundry supplies; therefore, personal laundry supplies are not permitted.
- You will receive bed linens, towels and washcloths upon arriving on the unit. You are responsible for changing them on a weekly basis. Please check the linen exchange schedule to determine when you are to change your linens. Upon discharge, please return your linens.
- Eagleville strives to maintain a safe drug- and alcohol-free environment that is supportive of recovery. It may be necessary for staff to conduct searches of patients' clothing, living areas, bedrooms and personal belongings if possession of drugs, alcohol, other contraband or stolen items is suspected.

## **MEALS**

For all patients except those on Detox, your meals are served in the Levine Dining Hall. Each unit has designated mealtimes for breakfast, lunch and dinner. It is important that you adhere to the meal schedule. Also, you must have your meal card with you when you arrive at the dining hall or you will not be served. We ask that you please do not loiter in or around the Levine Dining Hall.

## **RECREATION & LEISURE**

- Eagleville has beautiful grounds and offers many different activities. You may participate in activities unless a physician has restricted you for medical reasons.
- A schedule of evening and weekend activities is posted in each unit and in the Price Building.
- Eagleville has an education program available to you to help you improve your reading, writing, and math skills. We also have computers available for use and we offer assistance in preparing you for your GED test.

## **FIRE EVACUATION INFORMATION**

When you hear the building fire alarm, close the windows and doors of your room and exit from the building promptly. Do not use any elevator during the fire alarm. Meet outside with unit group members (away from the building) so that staff can assure that everyone in your unit is accounted for and safe. Do not return to your building or leave the area until you are directed to do so by staff.

## **MONEY & CAMPUS STORE**

- For your convenience we have a Campus Store that sells toiletries, greeting cards, snacks, and an assortment of Alcoholics Anonymous and Narcotics Anonymous materials. The Campus Store is located on the ground floor of the Louchheim Building and the store hours are posted on your unit.
- For your safety we have a safe on campus for you to deposit cash, checks, and money orders. We encourage you to deposit all excess cash, checks or money orders into the safe that is located at the Cashier's Window on the ground floor of the Louchheim Building. We apologize but we cannot accept personal checks.
- We understand that you may want to purchase items from vending machines or from the campus store while in treatment. We encourage you to withdraw no more than \$40 a week from the Cashiers Window and to have no more than \$40 in you possession at one time.
- If you need to withdraw more than \$40 you must get staff approval 24-hours in advance.
- If you leave treatment prematurely, the cashier may have to mail you a check for the balance of your funds because limited cash is kept at Eagleville.
- The Cashier's Window is open Monday through Friday and the schedule is available to you on your unit. The window is closed weekends and holidays.

## **TELEPHONE USAGE**

You may use the pay telephone on your unit during phone time, as posted. Please check with a staff member about the number of calls you may make per day. For emergency or business situations, staff may permit you to use a staff phone.

## **MAIL & PACKAGES**

- We ask that you only use Eagleville's address for temporary receipt of personal mail, medical assistance correspondence, and Pennsylvania welfare checks. Please do not use Eagleville's address for personal identification, banking, or any other purpose.
- Your mail and packages will be given to you on your unit.
- Please encourage your family and friends to only send money orders through the mail. It is not wise to send cash through the mail.
- If you use an "AKA" please let your senders know to use your full name in order to ensure your mail reaches you.
- If your mail does not include your full name, or if it is received after discharge, it will be returned to sender.

## **PASTORAL SERVICES**

If you want to meet with clergy from your own church/religious institution to talk about your spiritual needs, a visit can be arranged. Also, the hospital has a list of volunteer clergy from several denominations who can meet with you. Talk to a staff member about setting up an appointment.

## **MEDICAL & INFECTION CONTROL**

- If you become sick, notify a staff member on your unit.
- For your protection and in the event of a medical emergency, your hospital identification band is not to be removed until you are discharged.
- To prevent the spread of germs please be sure to wash your hands before eating and after using the bathroom.
- Please do not share food, beverages, cigarettes, or personal care items such as razors, toothbrushes, combs, or cosmetics. For health reasons, please do not spit on hospital grounds.
- All medications, vitamins, and supplements must be turned over to staff upon admission. Medications, vitamins, and supplements brought to the hospital will only be returned to patients with the approval of an Eagleville Hospital physician at time of discharge.

## **PATIENT ADVOCACY**

Eagleville's Patient Advocate will meet with you, at your request, if you have issues you have not been able to resolve with the treatment team. You have the right to retain a personal advocate at your own expense should you wish one. You have the right to retain an attorney at your own expense to assist you in asserting your rights or to aid you in any other matter.

## **PATIENT QUESTIONS & CONCERNS**

We encourage you to be an active participant in your care. Please feel free to ask questions regarding your care, treatment and services. Should you have concerns related to your care, treatment, services or safety, you are also encouraged to speak to a staff member. Staff will actively work with you to answer your questions or resolve your concern. If your concern cannot be resolved through this process, complaint procedures may be followed as described below.

## **PATIENT COMPLAINT PROCEDURE**

- You have the right to initiate a complaint concerning any aspect of your treatment. If you have a complaint, see your therapist who will discuss the complaint with you. If your complaint cannot be resolved through discussion, you will be given a complaint form to complete. (Assistance will be provided if writing is a problem.)
- Staff will investigate your complaint and will recommend action to be taken to resolve the complaint. You will be provided with the results of the complaint investigation within 4 days (within 48 hours for patients in the Residential Co-Occurring Program), depending on your expected discharge date and the nature of your complaint. You may also request to receive written results of the complaint investigation.
- If you are not satisfied with the outcome of the investigation or recommended action, you may appeal the decision to the Director of Clinical Services.
- If you desire assistance and/or representation in the complaint process, Eagleville's Patient Advocate or designee will be contacted by the treatment team to provide assistance.

Patients in hospital-level programs may also report complaints to the Pennsylvania Department of Health at the following address and telephone number:

*Pennsylvania Department of Health  
Acute & Ambulatory Care Services  
P.O. Box 90  
Harrisburg, PA 17108-0090  
1-800-254-5164*

Patients in non-hospital level programs may report complaints to the Bureau of Drug and Alcohol Programs at the following address and telephone number:

*Bureau of Drug and Alcohol Programs  
132 Kline Plaza, Suite A  
Harrisburg, PA 17104  
(717) 783-8675*

Patients may report/file complaints of discrimination with the Office of Civil Rights Bureau of Civil Rights Compliance and/or the Pennsylvania Human Relations Commission.

## **DISCHARGE APPEAL**

You have the right to appeal a decision terminating your treatment. Please notify your therapist of your decision to appeal before you leave Eagleville.

## VISITORS

We encourage family members to visit loved ones at Eagleville. To assure the safety and general welfare of our patients and visitors, we ask that you cooperate with our visitation policies.

- Please check with staff regarding the visitation day for your unit (either Saturday or Sunday, 1:00pm-3:30pm). All visits occur in the Levine Dining Hall
- On Saturdays and Sundays, please remain in your unit from 12:45 PM – 1:30 PM.
- Patients in all programs except Detox must be at Eagleville at least **seven** days before they can have visitors. Patients in Detox cannot have visitors.
- To guarantee the privacy and confidentiality of our patients, cameras, camera phones, tape recorders, and video equipment are not permitted on grounds.
- Each patient is permitted to have four adult family members visit at a time. First time visitors will be asked to attend a Family Seminar.
- A patient's children may visit if an adult responsible for monitoring their behavior accompanies them.
- Patients must submit the names of expected visitors to their therapist for approval before the weekend. **People who are not on the Approved Visitor's List will not be allowed to visit.**
- Please advise your visitors ahead of time about the hospital's policy that no food, beverages, medications, and vitamins/supplements can be brought on grounds because of health reasons. Should any of the items listed above be brought to the hospital, your visitor will be asked to return them to the car.
- Please advise your visitors ahead of time about the hospital's policy that no cell phones, Black Berry or Palm Pilot devices, pagers, iPods, recording devices, camcorders, cameras, walkmans, DVD or CD players, personal DVD's and CD's, electronic gaming devices, televisions and personal computers can be brought on grounds. Should any of the items listed above be brought to the hospital, your visitor will be asked to return them to the car.
- All items brought in by visitors for patients must be taken to Visitor's Registration in the Levine Dining Hall.
- Pets are not permitted on hospital grounds.
- Visitors who arrive under the influence of drugs or alcohol, or with alcohol on their breath, will be asked to leave the hospital grounds immediately and will not be permitted to visit that day.
- Finally, for your safety and well-being, we ask that you not go to the parking lot during visiting hours. Please say your good-byes before your visitors return to the parking lot.

## **PATIENT BILL OF RIGHTS**

You have the right to:

- receive a written statement of your rights
- treatment with dignity and respect by competent personnel
- care in a safe setting
- know the names and functions of the treatment staff participating in your care
- every consideration of your personal privacy. Case discussion, consultations, examinations and treatment are considered confidential and will be conducted discreetly
- have all records pertaining to your treatment kept confidential within the provisions of federal and state law
- know what rules and regulations apply to your conduct as a patient
- expect emergency procedures to be implemented without unnecessary delay
- high quality individualized care and high professional standards that are continually maintained and reviewed
- full information, in language you can understand, about your diagnosis, treatment and the expected outcome of treatment, including information about alternative treatments and possible complications. Information about your treatment will not be disclosed without signed authorization from you unless there is a medical/psychiatric emergency, at which time the information will be given to medical personnel and your next of kin or other legally responsible party
- be involved in the planning of your care and treatment and in the resolution of care dilemmas,
- provide your consent for any medical procedure or treatment by a physician or designated staff person, except for emergencies
- be advised when a physician or other professional staff member is considering you as part of a research project. You, or a legally responsible party, must give your informed consent prior to actual participation in such a project. You or a legally responsible party may at any time refuse to continue in any such program to which you have previously given informed consent. You will be informed of additional inconvenience or risk that may result from participation in a research project. Your refusal to participate in research projects will not affect your right of access to the program's services.
- request or refuse, to the extent permitted by law, any drugs, treatment or procedure offered by the program. A physician or authorized treatment staff person will inform you of the possible medical consequences of your refusal and the effect it will have on your treatment plan
- assistance in obtaining consultation with another physician, or other specialty professional, if you so request, at your own expense
- formulate advance directives and to have practitioners and staff provide care that is consistent with these directives
- have access to an interpreter, whenever possible, if you do not speak English

## **PATIENT BILL OF RIGHTS (continued)**

- appropriate services without discrimination based upon your race, color, religion, age, sex, sexual orientation, disability, national origin, marital status or payment source
- have access, upon your request, with certain limitations, to your medical record within a reasonable time in accordance with the procedures in the federal regulations governing Confidentiality of Drug and Alcohol Abuse Patient Records, or other applicable state and federal regulations
- expect good management techniques to be implemented within the hospital considering effective use of your time and avoiding your personal discomfort
- be transferred to another facility only when it is medically permissible and the other facility has agreed to the transfer. Except in the case of a medical or psychiatric emergency, Eagleville Hospital will not initiate a transfer to another facility until you or your next of kin or other legally responsible party has received complete information and an explanation concerning the need for, and alternative to, such a transfer
- examine and receive a detailed explanation of your bill
- full information and counseling on the availability of known financial resources for your treatment. You will be informed, upon request, of the source of the program's reimbursement and of any limitations placed on the duration of services provided to you
- know the reasons for your discharge, to participate in discharge planning and to be informed upon discharge of your continuing health care requirements and means for meeting them
- initiate a complaint or grievance procedure and to be informed of the appropriate means of requesting a review of the complaint. You have a right to resolution of your complaint. You may procure other individuals or agencies to assert and protect your rights
- be informed of your rights and responsibilities, in language you can understand, at the earliest possible time in the course of your treatment
- be informed of any proposed change in the treatment staff responsible for your care and the reasons for such change, and of your transfer within or outside of the hospital
- respect from staff members in regard to your personal privacy. Staff will knock before entering your room
- be informed of the program's responsibility to seek appropriate alternatives, or to terminate the relationship with you upon reasonable notice when you refuse treatment
- be informed of the use and disposition of audiotapes, videotapes, movies and photographs, and of the presence of one-way mirrors, audio and videotape recorders, cameras, and television monitors
- appropriate assessment and referral for, or provision of, management of pain.

***Thank you for taking the time to read this handbook. Please ask a staff member for clarification if you have any questions.***

# EAGLEVILLE HOSPITAL

## *Campus Map*



1. Admissions/Conference Center/  
Patient Care/Gero Psych
2. Louchhiem /Administration  
Building
3. Levine Dining Hall/  
Visitor Sign In (weekends)
4. Gerstley Building
5. Levy Building
6. The Cottage
7. Price Building/Gymnasium
8. Arcadia House
9. D'Arclay Building
10. Arnstien Building
11. Maintenance Building
12. Outdoor Tennis/  
Basketball Courts
13. Softball Field
14. Visitor/Employee Parking

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