

# Patient Handbook



LOMA LINDA  
UNIVERSITY

BEHAVIORAL  
MEDICINE CENTER



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# WELCOME

On behalf of the employees, medical staff and administrators of Loma Linda University Behavioral Medicine Center (BMC), we welcome you as our valued guest. During your stay here, you will be our most important concern. As part of Loma Linda University Health, the BMC is a continuum of the tradition of excellence. We offer a full range of behavioral health services including inpatient, partial hospitalization and intensive outpatient treatment.

We are committed to more than clinical excellence. The BMC is a Seventh-day Adventist organization dedicated to the humanitarian principles embodied in the biblical story of the Good Samaritan. Our motto “To make man whole” testifies to our commitment to care for you as a whole person.

## Our Mission

The mission of Loma Linda University Behavioral Medicine Center is to participate in the healing ministry of Jesus Christ, “To make man whole” for people in need of emotional and behavioral restoration and to provide a stimulating clinical and research environment for the education of physicians and other health professionals.

## Our Vision

Innovating excellence in Christ-centered health care.

## Our Values

### **Compassion**

Reflecting the love of God through caring, respect and empathy.

### **Integrity**

Ensuring our actions are consistent with our values.

### **Excellence**

Providing care that is safe, reliable and patient centered.

### **Teamwork**

Collaborating to achieve a shared purpose.

### **Wholeness**

Embracing a balanced life that integrates mind, body and spirit.



## Philosophy of Service

The treatment philosophy of the BMC is to strengthen, restore and renew the patient and his or her family. The various programs strive to treat the whole individual by considering all the interrelated psychological, physiological, social and spiritual aspects of their lives.

The philosophy is a commitment for a therapeutic ministry to an individual's physical, mental and spiritual dimensions. The influence of this healing ministry extends to patients and their loved ones, employees, students and the community. This holistic health ministry includes prevention of disease and promotion of well-being and healing through:

1. Providing comprehensive and competent behavioral health care for our patients.
2. Providing health education for patients, their families and the community.
3. Providing programs which enhance an individual's sense of self-worth.
4. Providing a safe environment for our patients, employees and visitors.
5. Providing an optimal learning environment for Loma Linda University students.

## Welcome

6. Employing qualified persons without regard to age, sex, race, national origin or disabilities.
7. Providing adequate and effective staff development programs.
8. Following sound fiscal practices, which ensure financial stability and growth.
9. Meeting standards set by accreditation bodies.
10. Providing an environment free from mental, physical, sexual and verbal abuse, neglect and exploitation.



# General Information

## Important Phone Numbers

### **General Information and Business Calls**

909-558-9200

### **Mental Health Units**

Admission Information

909-558-9275

Unit 200 - Senior

909-558-9300

Unit 200A - Child

909-558-9218

Unit 300 - Adult

909-558-9217

Unit 400 & 400A - Adolescent

909-558-9219

### **Chemical Dependency**

Admission Information

909-558-9224

Unit 100 - Chemical Dependency

909-558-9277

## Cafeteria

Visitors must have permission to dine with patients. Meals may be purchased in the cafeteria.

Breakfast

7:30 a.m. to 8:00 a.m.

Lunch

11:00 a.m. to 12:30 p.m.

Dinner

5:00 p.m. to 5:30 p.m.

## Visitor ID Number

To preserve your confidentiality, a three-digit visitor ID number is issued at the time of admission. You are the only person allowed to release this number to family and friends. This only allows them visiting access, not information regarding your treatment.

All visitors must give the visitor ID number for access to the units.



## General Information

### Visiting Hours

#### Unit 100 - Chemical Dependency

Monday – Thursday  
12:00 p.m. to 1:00 p.m.  
5:00 p.m. to 6:00 p.m.

Friday

12:00 p.m. to 1:00 p.m.  
5:00 p.m. to 7:30 p.m.

Weekends

12:00 p.m. to 6:00 p.m.

#### Unit 200 - Senior

Daily

12:00 p.m. to 1:00 p.m.  
6:00 p.m. to 7:00 p.m.

#### Unit 200A - Child

Daily

12:00 p.m. to 1:00 p.m.  
6:00 p.m. to 7:00 p.m.

#### Unit 300 - Adult

Daily

12:00 p.m. to 1:00 p.m.  
6:00 p.m. to 7:00 p.m.

#### Unit 400 & 400A - Adolescent

Daily (all)

12:00 p.m. to 1:00 p.m.

Daily (family)

6:00 p.m. to 7:00 p.m.

### Visitor Guidelines

✦ Visitors are important for your recovery and are welcome at the BMC. For the safety and comfort of everyone, we request that all visitors:

~ Know the patient confidential identification number.

~ Adhere to the visiting hours and leave promptly.

~ Ensure all clothing and personal belongings is approved and inventoried by a member of the nursing staff.

~ Use bathrooms designated for visitors only (not the patient bathrooms).

~ Be considerate of other patients.

~ Follow the “No Smoking” policy of the hospital.

~ Be free of colds or other infections.

~ Leave purses, bags, backpacks, hats and cell phones in their car.

~ Do not bring outside food or beverages into the unit.



- ✦ All visitors must formally sign-in with the receptionist and obtain a VISITOR sticker that must be visibly worn at all times.
- ✦ All visitors must formally sign-in at the nursing station once they have arrived on the unit.
- ✦ All items brought in for patients must be inspected and inventoried by the unit staff.
- ✦ The mental health units allow only two visitors per patient at one time. If more than two visitors have arrived, they will need to rotate the visitation among themselves.
- ✦ The mental health units require that an adult must be with any visitor under the age of 18.
- ✦ The adult mental health units require that children must be at least 14 years old to visit.
- ✦ Children are not to be left unattended in the lobby, and disruptive behavior is not permitted.

### Special Visiting Privileges/Restrictions

Other visiting times may be allowed if you and your family have special needs; however, permission to visit outside regular hours must be arranged with the clinical staff prior to your visit.



Each unit reserves the right to change, delay or cancel visiting hours at any time based on special unit/hospital circumstances. In addition to the above information, each unit has guidelines unique to that specific patient population. This information is available at the nursing stations.

### Program Specific Rules

Incoming patient calls should be routed through pay phones located on each unit. Please contact the appropriate nursing stations for information regarding pay phone calls to patients. Requests for patients that are received through the main numbers or the hospital switchboard will require the patient ID number for verification.

## General Information

### Items Brought in by Patients/Visitors

For the safety of the patients, staff and visitors, certain items are not allowed beyond the lobby. These include guns, knives, glass objects, sharp objects, matches, cell phones or any type of drug paraphernalia. Medication or food items may be permitted as approved by the nursing staff. A unit specific list of contraband is available at the nursing station.

*Nursing staff must inspect all personal items brought in for patients.*

### Personal Possessions

To protect your personal belongings, you are strongly

encouraged to send all valuables, money, credit cards and important documents home. Valuables kept at the BMC may be secured in the business office safe and retrieved during normal business hours. Any valuables kept in the patient's possession are not the responsibility of the BMC.

### Room Accommodations

In order to provide optimum availability of services to the patients that are admitted to the BMC, there may be times you will be requested to guest/sleepover on another unit if your clinical condition allows. This request will be made after collaboration with the treatment team.



# Patient Rights

## You Have the Right To

1. Exercise the following rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, marital status or the source of payment for care.
2. Considerate and respectful care free from verbal or physical abuse or harassment.
3. Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other health care providers who will see you.
4. Receive information about the illness, the course of treatment and prospects for recovery in terms that you can understand.
5. Receive as much information about any proposed treatment you may need in order to give informed consent or refuse this treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate courses of treatment



- or non-treatment and the risks involved in each, and to know the name of the person who will carry out the procedure or treatment.
6. Participate actively in decisions regarding overall medical care.
7. Formulate advance directives and have hospital staff and practitioners comply with these directives. (See page 14, "Managing Advance Directives and Life-support Decisions.)
8. Full consideration of privacy during medical care. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be advised as to the reason for the presence of any individual.

## Patient Rights

9. Confidential treatment of all communications and records pertaining to treatment during stay in the hospital. You have the right to access information contained in your clinical records within a reasonable time frame. Written permission shall be obtained before the medical records can be made available to anyone not directly concerned with the care. In the case of a minor, permission will be obtained from the parent or legal guardian.
10. Appropriate assessment and management of pain.
11. Reasonable responses to any reasonable requests made for service.
12. Leave the hospital even against the advice of physicians (unless dangerous to self or others).
13. Reasonable continuity of care and to know, in advance, the time and location of follow-up appointment as well as the identity of persons providing the care.
14. Be advised if hospital personnel/physician proposes to engage in or perform human experimentation affecting care or treatment. You have the right to refuse to participate in such research projects.
15. Be informed of continuing health care requirements following discharge from the hospital.
16. Examine and receive an explanation of the bill regardless of source of payment.
17. Know which hospital rules and policies apply to you while you are a patient.
18. Have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on your behalf.



## Minor's Patient Rights

As a minor, you have additional rights. They are as follows:

1. Your parent or guardian cannot make an agreement with the facility that you do not have these rights.
2. The facility staff can deny your rights, except they cannot deny your right to a clinical review or to see a patients' rights advocate.
3. The review is a private, informal meeting which is held at the facility within five days after the request for the review. It will be attended by your parents(s) or legal guardian, a patients' rights advocate, a representative from the facility, the reviewer and you.
4. The doctor may prescribe medication for you while you are in the facility. Medication may not be used as punishment, for the convenience of staff, as a substitute for program or in quantities that interfere with your treatment program.

## Mental Health Patients Rights

As a patient that is treated for mental health issues you have the right to:

- ✦ See or speak with a patients' rights advocate.
- ✦ Be free from abuse, neglect or discrimination.
- ✦ Education, social activities and recreation.
- ✦ Religious freedom and practice.
- ✦ Wear your own clothes.
- ✦ Keep personal possessions (unless restricted for safety reasons).
- ✦ Keep and be allowed to spend a reasonable sum of your own money.
- ✦ Have ready access to letter writing materials, including stamps.
- ✦ Use the telephone.
- ✦ See visitors.
- ✦ Receive unopened mail.
- ✦ Have private storage space.

The above may not be denied except for good cause. Punishment, discipline or staff

## Patient Rights

convenience do not constitute good cause. A denial can be made only by the person authorized by law or regulation to do so and must be noted in your treatment record. Your rights must be restored as soon as the cause for the denial no longer exists. The 'good cause' reason for denying any of your rights must include at least one of the following conditions:

1. It poses a physical danger to yourself.
2. It would seriously infringe on the rights of others.
3. It would pose serious damage to the facility.

Additional information regarding the rights of mental health patients is available in the *Handbook of Rights for Mental*

*Health Patients*, which is also available in Spanish. You will be given a copy of this handbook from any of the clinical staff providing your daily care.

### Your Right to Communication Assistance

Patients and families have the right to give and/or receive important medical information in a language or mode that they can understand. The Behavioral Medicine Center will provide translation services, free of charge, for patients with Limited English Proficiency, hearing or sight impairments. Appropriate arrangements will be facilitated by the unit/program staff.



# Patient Responsibilities

## You Are Responsible For

1. Cooperating with your physician's recommendations and accepting responsibility if you choose not to comply.
2. Keeping your appointments and providing accurate and complete information about your health history, medications, present complaints and any change in your condition.
3. Understanding your diagnosis, treatment and prognosis, including after discharge care and informing your physician if you do not understand any aspect of your care.
4. Making appropriate financial arrangements for your care.
5. Bringing only necessary personal articles and clothing to the hospital and depositing valuables in the hospital safe.
6. Observing all hospital rules and regulations, including being considerate of a roommate's privacy, respecting others by maintaining their confidentiality, honoring visiting hours and regulations, observing no-smoking rules and using the telephone, television, air conditioning and lighting in a manner that is considerate of others.
7. Notifying your nurse of any disability and requesting reasonable accommodations for your specific need.
8. Participating actively in decisions regarding medical care. To the extent permitted by law, this includes the right to refuse treatment.
9. Formulating advance directives and having hospital staff and practitioners who provide care in the hospital comply with these directives.



# Philosophy of Treatment

## Preserving Confidentiality /Release of Information

Your records are confidential and our staff are committed to protecting your privacy. Records will be used for your treatment and released only with patient, guardian or conservator written authorization. It is at the discretion of your attending physician to determine if it would be beneficial or detrimental for patient access to mental health medical records. Patient medical records may be accessed under court order as provided by law. Upon request from the patient, the staff will try to notify your family that you are in the hospital.

## Managing Advance Directives and Life-support Decisions

The BMC recognizes that you have the right to make decisions about treatment and care provisions, including the formulation of an advance directive. If you present for treatment and have an advance directive prepared, the BMC will place a copy of this document in your medical record. However, the BMC is not a medical/surgical hospital and does not have critical care or emergency care trained staff available on-site to make a determination of whether or not a situation is life-threatening. Therefore, the BMC provides only basic life-support care and calls 911 for any patient experiencing a perceived medical emergency. The patient will be transferred to an appropriate treatment facility along with a copy of their advance directive. If you have a mental health advance directive, please present this to the staff upon admission.



## Use of Medication

All adult patients have the right to accept or refuse medications unless ordered by a court of law. You shall be treated with antipsychotic medications only after you have completed the informed consent process. Before you consent to any antipsychotic medication, your doctor must explain:

1. The reasons for taking the medication and what benefits you can expect.
2. The type and amount of medicine and how often it must be taken.
3. The common side effects from taking this medication and the ones you may expect to experience.
4. Alternative treatments that are available (if any).
5. Your right to withdraw your consent at any time.

## Use of Seclusion or Restraints

You have the right to be free from physical neglect or abuse while under treatment. Physical restraint will only be utilized if you attempt to injure yourself or another person and it is limited to that which is absolutely necessary to handle the situation as ordered by a physician.

Although seclusion or restraint can be a life-saving and an injury-sparing intervention, seclusion or restraint has the potential for adverse consequences, such as physical and psychological harm, loss of dignity and disruption of the treatment milieu. Therefore, it is our commitment to prevent, reduce and strive to eliminate the use of seclusion or restraint. As such, the BMC will:

- ♦ Take whatever steps are necessary to prevent crises that have the potential to lead to the use of seclusion or restraint.
- ♦ Not use seclusion or restraint based on an individual's seclusion or restraint history or solely on a history of dangerous behavior.
- ♦ Use non-physical interventions as the preferred interventions.
- ♦ Limit use of seclusion or restraint to emergencies in which there is an imminent risk of an individual physically harming himself, herself or others.
- ♦ Facilitate the discontinuation of seclusion or restraint as soon as possible.
- ♦ Preserve the individual's safety and dignity when seclusion or restraint is used.

# Philosophy of Treatment

- ✦ Consider any instructions outlined in the behavioral health advanced directive.

Your treatment, including the use of seclusion or restraint during an emergency, is based on a comprehensive, individualized treatment plan that includes appropriate involvement by yourself and your family.

You have the right to let staff know if you have a problem or complaint regarding use of seclusion or restraint or any other patients' right. You will not be subject to retaliation for requesting advocacy services. An investigation will be conducted to resolve your complaint. If the resolution is not resolved to your satisfaction, the complaint will be referred to the patient advocate of the San Bernardino County Department of Behavioral Health, Office of Patient's Rights.

## Providing Pain Management

Patients have the right to appropriate assessment and management of pain as described below:

### **As a patient, you can expect:**

- ✦ Information about pain and pain relief measures.

- ✦ A concerned staff committed to pain prevention.
- ✦ Health professionals who respond quickly to reports of pain.
- ✦ A variety of pain management techniques and treatment options.

### **As a patient, you have the right to:**

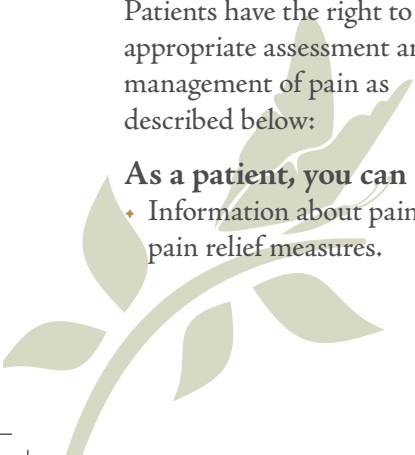
- ✦ Request or reject the use of any or all modalities to relieve pain, including opiate medication.

### **As a patient, we expect that you will:**

- ✦ Ask your doctor or nurse what to expect regarding pain and pain management.
- ✦ Discuss pain relief options with your doctor or nurse.
- ✦ Work with your doctor and nurse to develop a pain management plan.
- ✦ Ask for pain relief when pain first begins.
- ✦ Help the doctor and nurse measure your pain.
- ✦ Tell the doctor or nurse if your pain is not relieved.

### **Your physician:**

- ✦ May refuse to prescribe opiate medication for pain management, but if so



- ♦ Must inform you that there are physicians who specialize in the treatment of severe chronic intractable pain with methods that include the use of opiates.

### Smoke-free Environment

For the safety and comfort of our patients, visitors and staff, the BMC provides a smoke-free environment. Smoking is not

permitted anywhere inside the facility. For patients who smoke, smoking cessation medication and practical counseling will be provided to assist them in managing their cravings during hospitalization. Visitors may smoke in the designated area outside the facility that is located on the west lawn outside the dining room.



# Resolving Patient Concerns



If there is a problem or you have a complaint about any part of your care while you or your family member is hospitalized, we want to know about it. You can get help in solving the problem by completing a patient comment form or requesting to speak with a patient care staff member. If the problem is not resolved, then ask to speak with a supervisor. If the problem is still not resolved, then you may contact one of the following:

- ♦ Internal: Patient Representative extension 39206 or 909-558-9206
- ♦ External: Patient Rights Department, Department of Health Services, 1-800-440-2391

You may direct your concern or complaint to the Department of Public Health, 1-800-344-2896.

You may also refer any complaint to the Medical Board of California. To talk to a consumer services representative, call the board's toll-free number at 1-800-633-2322.

# Financial Information

## Financial Responsibility and Billing Information

More than one bill will be sent for your stay at Loma Linda University Behavioral Medicine Center. The hospital and your doctor will each send their own bills.

- ♦ If you have questions regarding your hospital bill, please call the patients' billing office at 909-558-4840.
- ♦ If you have questions regarding your physician's bill, please call the faculty patient billing office at 909-558-3111.
- ♦ As a courtesy to you, we will bill your insurance for all hospital services rendered.

## You are responsible for:

1. Providing the name, address and phone number of your insurance company.
2. Providing a copy of your insurance identification card.
3. Paying or making appropriate financial arrangements for any deductibles and/or co-payments not covered by your insurance.
4. Any/all hospital/physician(s) charges not paid for or covered by insurance or third party payor(s).
5. Actual attorney fees and cost and/or collection fees and expenses should the account be referred to an attorney or collection agency.

## Before You Go Home

When your physician says you are ready to go home, you will be given instructions for the care you will need after you leave the hospital. The staff will discuss these instructions with you. Please contact the nursing staff before calling your relatives or friends to arrange for your ride, and make sure to check for your belongings. If the doctor would like to see you in his/her office, the staff will assist in making an appointment and will provide the doctor's office number.

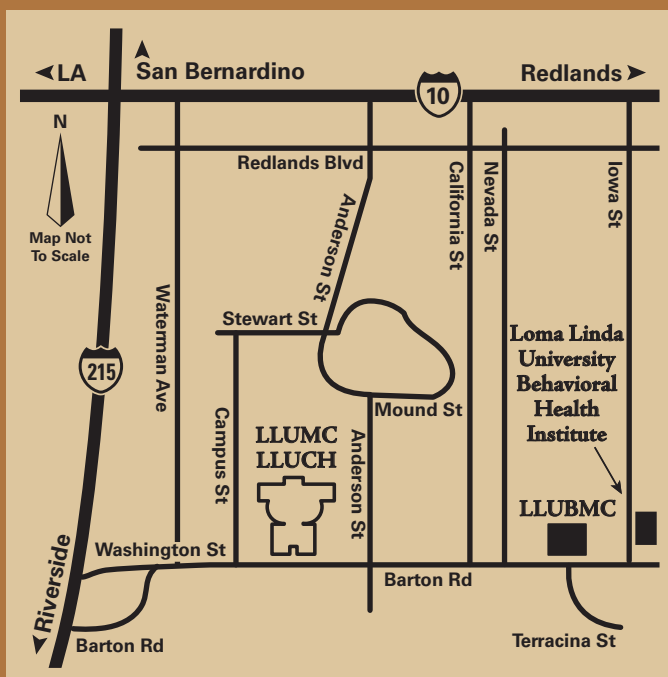


# Patient Information

Physician's Name \_\_\_\_\_

Patient's ID \_\_\_\_\_

Unit \_\_\_\_\_



**Loma Linda University  
Behavioral Medicine Center**

1710 Barton Road  
Redlands, CA 92373

**909-558-9275**



LOMA LINDA UNIVERSITY

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BEHAVIORAL MEDICINE CENTER

**MANY STRENGTHS. ONE MISSION.**  
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