Bradley Hospital
A Lifespan Partner

1011 Veterans Memorial Parkway
East Providence, RI 02915
(401) 432-1000
www.bradleyhospital.org

Lsmc 7/09

Patient and Family Information

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Welcome to Bradley Hospital

Bradley Hospital is the nation's first children's psychiatric hospital. We provide services for children and adolescents not only from Rhode Island, but from all over the country. Bradley Hospital is the principal child and adolescent psychiatric teaching hospital for The Warren Alpert Medical School of Brown University.

As a psychiatric and behavioral health center, Bradley Hospital offers specialized services for children and adolescents. Our care begins with an evaluation designed to meet the unique needs of each child and family. This initial assessment helps us understand the problem, identify the child's needs and determine the best and least restrictive treatment approach. Once a child is admitted, a treatment plan is tailored to the child's needs.

Our staff includes psychiatrists, psychologists, pediatricians, educators, nurses, social workers, milieu therapists, speech and language therapists, physical therapists, occupational therapists and residential counselors.

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Confidentiality

During the course of your family's involvement with Bradley Hospital, you will share personal information about yourself as well as about your child. As described in the enclosed Lifespan Joint Privacy Notice, Bradley Hospital is required by federal law to safeguard your child's protected health information. Bradley Hospital is also bound by the requirements of Rhode Island Mental Health Law, which provides some additional protections to the confidentiality of health information. This means that all information and records about your child that we obtain and maintain are confidential, including the fact that your child was evaluated and treated here. This also means that we must have your written permission to request or release confidential information about your child.

However, there are certain exceptions to the requirement that we obtain your written permission to release or request confidential information. These exceptions are described below.

For your child's health care, we may release his or her confidential information:

- to health care professionals who are providing, or will provide, services to your child, such as when we arrange for your child's follow-up care after discharge.
- in medical emergencies if your child's health or life is in jeopardy, such as if your child is in need of care in an emergency room.
- for aid, insurance or medical assistance. For example, we may release the information to have your child's treatment paid for by your insurance company.
- for program evaluation and research, such as when we conduct studies to improve our treatment.
- for certain legal purposes, like court committal proceedings when it may be necessary to receive permission from a judge to treat your child, or if a judge orders us to turn over your child's records in court.
- as required by law or regulation. We may release information to the Department of Health as required by law, such as in the investigation of complaints about your child's treatment here, or to the Department of Children, Youth and Families if we have reason to suspect abuse or neglect.
- as required by law or regulation, we may release information to the Departments of Health and Mental Health, Retardation and Hospitals as required by regulation, such as the investigation and complaints or certain events concerning your child's treatment here.

Bradley Hospital expects that our patients and families will respect the privacy of other patients, families and visitors. We hope that you share this important value.

Family Liaison Program

At Bradley Hospital, we respect the role of parent/ guardians as partners in their child's care. Because your child's comfort and recovery are very important to us, Bradley Hospital's Family Liaison Program helps you with questions, problems or special concerns you may have about your child's treatment. If we may be of assistance, please call the Family Liaison Program at (401) 432-1205, or check in at the Laufer Building's main lobby to visit us on the first floor of the building. If we're not in, we'll return your call as soon as possible.

The Family Liaison Program sponsors support groups and educational meetings on a regular schedule. We welcome new parents. Our meetings take place at 6:30 p.m. in the Pine Room on the first floor of the main building. Watch for notices posted in our main lobby, our outpatient waiting room and at the unit entrances. It can help to talk to other parents who share similar problems.

The Family Resource Center is located next to our main lobby and contains brochures, books, videos and articles related to children's mental health and parenting. We also maintain a Parent Library that includes copies of pamphlets, articles, and other materials on topics related to children's mental health. You are very welcome to use our library.

Hospitalwide Safety Program

Our safety program is designed to prevent injury to children, staff, and visitors. Parents and visitors will be asked to present identification upon arrival, and wear visitor badges during every visit. We encourage families and others we serve to report any safety concerns to our Family Liaison Program at 432-1205 or our Safety Manager at 432-1279, or to leave a message with our hospital switchboard at 432-1000. Of course, you may contact any hospital staff at any time to report issues of safety. We are committed to a program to prevent, detect and correct safety concerns through a system of reporting, investigating and correcting safety concerns.

Ethics Committee

The hospital Ethics Committee provides consultation to patients, families and health care personnel, when appropriate, in resolving ethical issues, such as informed consent. The committee represents many perspectives from within the hospital and community. It is not the role of the Ethics Committee to make patient care decisions but to help by providing a forum for discussion and clarification of difficult questions involving values. Contact the Bradley operator at (401) 432-1000 if you wish to request a consultation.

Food and Nutritional Services

We are committed to providing a healthful environment for your child while he or she is being cared for at our hospital. Our healthy, variety-filled menu has been designed to reflect the nutritional needs and diverse food preferences of the children, teenagers, and young adults who are in our care. We have designed our menu to meet the new USDA Dietary Guidelines for promoting a diet lower in fat and higher in whole grains, fruits, and vegetables. In addition to the regular menu items, fresh fruit and tossed salad are available at every lunch and dinner meal. Sandwiches are available as regular meal alternatives. Between meals, we offer healthy snack foods such as yogurt, cheese sticks, multigrain crackers, fruits, pretzels, baked pita chips, and raw veggies.

If your child is a vegetarian, has a food allergy, is eating poorly, or has any other special dietary needs, our clinical nutrition staff will ensure that his or her needs are met. We are always here to help you and your child should you have any questions or concerns. Please feel free to contact our registered dietitians at 432-1190.

Spiritual and Religious Resources

Bradley Hospital makes an effort to support spiritual needs and practices. Ecumenical services are available to interested children and their families. There are additional services for special religious holidays. Please watch for notices in the main lobby. A family's own spiritual or religious leader is always welcome. In addition, volunteer clergy are available if requested. Speak to your family therapist or Family Liaison, 432-1205, for additional information.

Interpreter Services

To meet the needs of patients and family members who do not speak English or who have a hearing or speech impairment, Bradley provides trained interpreters free of charge. Please notify the clinician or unit charge nurse who will make the necessary arrangements through Interpreter Services. We also provide portable telephone machines for special communication needs.

Discharge Time

Discharge from inpatient units needs to occur before or promptly at 11 a.m. on the day the patient is scheduled to leave the hospital. Leaving by 11 a.m. allows us to accommodate those children who are awaiting urgent admission to the hospital. Upon discharge, please be sure to take home all of your child's personal belongings. Thank you for your cooperation.

Valuables

Please leave all valuable belongings at home. If your child brings valuables to the hospital, we ask that you take them home as we are not able to take responsibility for them.

Food Allergy Alert

To keep our children as safe as possible, do not bring food containing peanut or tree nut products to our hospital campus. Exposure to peanut/tree-nut foods can be life threatening for certain children who have peanut/tree-nut allergies. For this reason, our hospital campus is a "peanut/tree-nut safe" environment.

If you are not certain whether a food contains peanuts or tree nuts such as almonds or walnuts, or whether a food has been cooked in peanut or tree-nut oil, we ask you to consult with our nurses, your child's doctor or our dietitian.

Patient Rights and Responsibilities

Rights of Patients

To assure that the rights of all patients at Bradley Hospital are protected in accordance with Rhode Island Law (23-17-19.1) regardless of race, creed, national origin, sex, physical or mental handicaps, or ability to pay, it is the responsibility of all employees at Bradley Hospital to recognize, respect, and protect the following rights of all patients:

1. The patient shall be afforded considerate and respectful care.
2. Upon request the patient shall be furnished with the name of the physician responsible for coordinating his/her care.
3. Upon request the patient shall be furnished with the name of the physician or other person responsible for conducting any specific test or other medical procedure performed by the hospital in connection with the patient's treatment.
4. The patient has the right to accept or refuse any treatment by the hospital to the extent permitted by law and to be informed of the medical consequences of such acceptance or refusal.
5. The patient has the right to designate a representative to make health care decisions on his/her behalf, and the right to formulate advance directives.
6. The patient's right to privacy shall be respected to the extent consistent with providing adequate medical care to the patient and with the efficient administration of the hospital. Nothing in this section shall be construed to preclude discreet discussion of a patient's case or examination of a patient by appropriate medical personnel.
7. The patient's right to privacy and confidentiality shall extend to all records pertaining to the patient's treatment except as otherwise provided by law.
8. The hospital shall respond in a reasonable manner to the request of a patient's physician for medical services to the patient. The hospital shall also respond in a reasonable manner to the patient's request for other services customarily rendered by the hospital to the extent such services do not require the approval of the patient's physician or are not inconsistent with the patient's treatment.
9. Before transferring a patient to another facility the hospital must first inform the patient of the need for and alternatives to such a transfer.
10. Upon request the patient shall be furnished with the identities of all other health care and educational institutions that the hospital has authorized to participate in his/her treatment and the nature of the relationship between such institutions and the hospital.
11. If the hospital proposes to use the patient in any human experimentation project, it shall first thoroughly inform the patient of such proposal and offer the patient the right to refuse to participate in such a project.

12. Upon request the patient shall be allowed to examine and shall be given an explanation of the bill rendered by the hospital irrespective of the source of payment of such bill.

13. The patient shall be offered treatment without discrimination as to race, color, religion, national origin, or source of payment.

14. Upon request the patient shall be furnished with an itemized copy of his/her bill.

15. Upon request the patient shall be permitted to examine any pertinent hospital rules and regulations that specifically govern his/her treatment.

16. No charge shall be made for furnishing a health record or part thereof to a patient, his/her attorney or authorized representative if the record or part thereof is necessary for the purpose of supporting an appeal under any provision of the Social Security Act (42 U.S.C. et seq.) and the request is accompanied by documentation of the appeal or a claim under the provisions of the Workers Compensation Act, chapters 29-38 of title 28. A provider shall furnish a health record requested pursuant to this section within thirty (30) days of the request.

17. Upon request the patient shall be allowed the use of a personal television set provided that said television complies with Underwriters Laboratory standards and OSHA standards and so long as said television set is classified as a portable television.

18. The patient has the right to be involved in his or her care including managing pain effectively.

19. The patient has the right to be free from restraints and seclusion of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.

Every hospital licensed pursuant to Title 23 of the General Laws shall display a copy of the provisions of Section 23-17-19.1 in a conspicuous place in each hospital. The director of the Rhode Island State Department of Health shall have power to enforce the provisions of this chapter.

Responsibilities of Patients

In providing care, Bradley Hospital has the right to expect behavior on the part of the patient and family that is reasonable and responsible. Bradley Hospital expects that you will:

- Provide the hospital or your physician with information about past illnesses, hospitalizations, medications, allergies and any other matters relating to your health.
- Inform us if you do not understand instructions given to you by the staff or if you think you will be unable to carry out any particular instruction. Ask questions when you do not understand the care, treatment, and service or what you are expected to do.
- Follow the care, treatment and service plan developed. You are responsible for the outcomes if you do not follow the care, treatment and service plan.
- Be considerate of hospital staff, other patients and their visitors, particularly with regard to adherence to the hospital's no-smoking policy, noise and your visitors.
- Provide complete and sufficient insurance information necessary for processing of your bill.
- Assume the financial responsibility of paying for all services rendered either through your insurance or by taking personal responsibility to pay for any services that are not covered by insurance.
- Participate in treatment and keep all appointments and advise the hospital or physician when you are unable to keep an appointment.
- Let hospital personnel know if you have prepared advance directives for health care (Durable Power of Attorney for Healthcare and/or Living Will) and provide a copy of any advance directive document(s) to Bradley Hospital.
- As a major teaching institution, we have a commitment to the education of future health care professionals. While you do have rights as a patient, you also have a responsibility to participate in the process of medical education as authorized by Bradley Hospital.

If you have concerns, you may contact the State Department of Health, 3 Capitol Hill, Providence, RI 02908, (401) 222-2566.

You have the right to an interpreter if you need one, at no charge. To access an interpreter, please notify your child's provider.

To request a copy of Bradley Hospital's patient rights and responsibilities, call the Family Liaison at (401) 432-1205.

If you have any questions, suggestions or concerns, or if you need help resolving a problem, please call the Family Liaison at (401) 432-1205.

Children's Bill of Rights (R.I.G.L 42-72-15)

A. No child placed or treated under the supervision of the department in any public or private facility shall be deprived of any personal property or civil rights, except in accordance with due process.

B. Each child placed or treated under the supervision of the department in any public or private facility shall receive humane and dignified treatment at all times, with full respect for the child's personal dignity and right to privacy, consistent with the child's treatment plan.

C. Each child placed in a secure facility under the supervision of the department shall be permitted to communicate with any individual, group or agency, consistent with the child's treatment objectives; shall be provided writing materials and postage; and shall be permitted to make or receive telephone calls to his or her attorneys, guardians ad litem, special advocates, or the Child Advocate at any reasonable time.

D. The department shall adopt rules and regulations pursuant to the Administrative Procedures Act, Title 42, Chapter 35, regarding children placed in secure facilities to specify the following:

(1) When a child may be placed in restraint or seclusion or when force may be used upon a child;

(2) When the head of a facility may limit the use or receipt of mail by any child and a procedure for return of unopened mail; and

(3) When the head of a facility may restrict the use of a telephone by any child.

E. A copy of any order placing a child at a secure facility under the supervision of the department in restraint or seclusion shall be made a part of the child's permanent clinical record. In addition, any special restriction on the use or receipt of mail or telephone calls shall be noted in writing, signed by the head of the facility or the facility head's designee, and made a part of the child's permanent clinical record.

F. Each child placed or treated in a secure facility under the supervision of the department shall be permitted to receive visitors, subject to reasonable restriction consistent with the child's treatment plan. The head of each facility shall establish visiting hours and inform all children, their families and other visitors of these hours. Any special restrictions shall be noted in writing, signed by the head of the facility or his/her designee, and made a part of the child's permanent clinical record.

G. Each child may receive his or her clergyman, attorney, guardian ad litem, special advocate, or the Child Advocate at any reasonable time.

H. No person shall be denied employment, housing, civil service rank, any license or permit, including a professional license, or any other civil or legal right solely because of a present or past placement with the department, except as otherwise provided by statute.

I. Each child under the supervision of the department shall have the right to counsel and the right to receive visits from physicians and mental health professionals.

J. Each child shall have the right to a hearing pursuant to rules and regulations promulgated by the department, if the child is involuntarily transferred by the department to any facility outside the state of Rhode Island in accordance with the procedure set forth in 42-72-14 of this chapter.

K. The children's bill of rights shall be posted in a conspicuous place within any secure facility for the residential housing of children.

L Every deliverer of services with whom the department enters a purchased services agreement shall agree in writing to observe and post in a conspicuous place the aforementioned Children's Bill of Rights.

M. Any child aggrieved by a violation of the Children's Bill of Rights may petition the Family Court for appropriate equitable relief. The Family Court shall have exclusive original jurisdiction notwithstanding any remedy contained in Chapter 35 of this title.

N. A child victim or witness shall be afforded the protections of 12-28-9 under the direction of the Department of Children, Youth and Families, and the department shall advise the court, the police and the prosecutor on the capacity of the child victim to understand and participate in the investigation and court proceedings and of the potential effect of the proceedings on the child.

O. Every child placed in the care of the Department of Children, Youth and Families shall be entitled to a free appropriate education, in accordance with state and federal law. Immediately upon the assumption of that care, the department shall provide for the enrollment of each such child in a school program. During the time that such child shall remain in that care, the department and appropriate state and local education agencies shall coordinate their efforts in order to provide for the timely initiation and continuation of educational services.

P. No person shall be denied access to available treatment for an alcohol or drug related condition solely because of a present or past placement with the department.

Rhode Island Mental Health Law (40.1-5-5(f))

Apatient admitted or certified to this facility shall not be deprived of any constitutional, civil or legal right solely because he or she has been admitted or certified to this facility, nor shall the certification or admission modify or vary any constitutional or civil right. These rights include, but are not limited to:

1. privacy and dignity;
2. civil service or merit rating or ranking and appointment;
3. relating to the granting, forfeiture or denial of a license, permit, privilege or benefit pursuant to any law;
4. religious freedom;
5. be visited privately at all reasonable times by his or her personal physician, attorney and clergyperson, and by other persons at all reasonable times unless the official in charge of the facility determines either that a visit by any of the other persons or a particular visitation time would not be in the best interests of the patient and he or she incorporates a statement for any denial of visiting rights in the individualized treatment record of the patient;
6. be provided with stationary, writing materials and postage in reasonable amounts and to have free, unrestricted, unopened and uncensored use of the mail for letters;