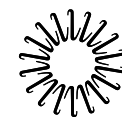




Patient and Family Information



Bradley Hospital
A Lifespan Partner

1011 Veterans Memorial Parkway
East Providence, RI 02915
401-432-1000
BradleyHospital.org

Welcome to Bradley Hospital

Bradley Hospital, which opened its doors in 1931, was the nation's first psychiatric hospital devoted exclusively to children. Today, we provide services for children and adolescents not only from Rhode Island, but from all over the country. Bradley Hospital is a major teaching affiliate of The Warren Alpert Medical School of Brown University. We also conduct research through the Bradley Hasbro Children's Research Center.

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, registered nurses, psychologists, master's level social workers, educators, occupational therapists, speech and learning therapists and art therapists. Our programs are also staffed with mental health workers, who under the supervision of the registered nurse or program director, assist children with the activities of daily living, group programming, one-to-one support, and supervise the variety of activities in which your child may participate.

Family Liaison Program

At Bradley Hospital, we respect the role of parents/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** is available to help you with questions or special concerns you may have. If we may be of assistance, please call the Family Liaison Program at 401-432-1205, or check in at the main lobby to visit us on the first floor of the building. If we are not in, we will return your call as soon as possible.

The Family Liaison Program sponsors support groups and educational meetings on a regular schedule. For a listing of our **support groups**, please visit www.bradleyhospital.org. Notices are also posted in our waiting areas and on our programs. It can really help to talk to other parents. All of our meetings are free and open to the public.

Our **Family Resource Room** is located on the first floor next to the main lobby, with materials related to children's mental health and internet café set-up, which you are welcome to use. You are invited to join our **Family Advisory Council**, which meets monthly; our mission is to actively engage families as partners with Bradley Hospital, with the goal of continuously improving understanding and communication between hospital staff and the family members they serve.

Following treatment, you will be invited to fill out a **Satisfaction Survey**. Please take a moment to complete this survey for us - your feedback is very important in helping us make our patient and family experiences as positive as possible.

Everyone is affected when a child is troubled - the entire family is an essential part of the recovery process. It is our goal to give your child the highest quality of care; please feel free to contact us if we can provide any support or assistance.

Hospital Safety Program

The safety of our patients, residents, families, visitors and staff, in a relaxed and healing environment, is our highest priority. 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 401-432-1205 or our safety manager at 401-432-1279, or to leave a message with our hospital switchboard at 401-432-1000. 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.

In order to minimize the presence of unsafe items on the units, all patient clothing and personal items shall be searched by staff. There is a hospital wide list of items that are not allowed, which is available to patients and families for review in the handbook for your program. Patients bringing in more than five days of personal belongings are asked to sort through belongings to keep only those needed for an acute hospital stay. Patients may have extra belongings taken home by a family member/guardian, or they may be placed in the Patient Belongings Storage Room. The search of patient belongings to be stored on the unit shall be completed within 24 hours after admission.

In addition to searches at admission, searches to ensure patient safety will be conducted as needed. Searches of a patient's room, person and belongings are made when there is reason to believe that a patient may possess items harmful to self or others. This may include items not on the hospital list of unsafe or not allowed items.

Visiting Patients and Guests

Visitors to the hospital are generally restricted to immediate family only, and visits are approved in advance by parents and the clinical team. Please call your child's unit before your visit to discuss who may visit.

Unapproved visitors will not be able to visit due to safety and privacy rules.

For the protection and privacy of our patients, all personal belongings of visitors will be placed in a locker during your visit, including handbags, cell phones, and keys. Photography of any kind is prohibited on hospital grounds.

Staying Healthy While in the Hospital

Patients will get the most out of treatment if they are in the best physical health possible. Here are ways we promote good health:

- **Hand Hygiene** - Proper hand hygiene is the most effective way to prevent the spread of illness. We ask staff, patients, and visitors to wash their hands frequently using either soap and water or the hand sanitizer located in dispensers throughout the hospital. We recommend washing hands before entering or exiting units, before and after eating meals, after using the bathroom, after blowing your nose, and anytime your hands are visibly dirty.
- **Cough/Sneeze Hygiene** - Germs are sent flying into the air when people cough or sneeze. Others can become ill by breathing the germs floating in the air or on area surfaces. If you cover your cough or sneeze, germs are contained and will not spread to others. We ask patients, visitors, and staff to use a tissue or inner elbow to cover a cough or sneeze, and to practice hand hygiene afterward. You should never cough or sneeze into bare hands, but if you do, please wash your hands immediately.
- **Limiting Visits from Sick Visitors** - Visits from loved ones can make a child's hospital stay a more positive experience, but for health and safety of our patients, we ask that you only visit when you are feeling well. When you come in to visit, a member of our staff will ask if you are sick, and if you are, you will be asked to reschedule your visit. We also remind all visitors to wash their hands upon entering the hospital and when entering or leaving the units. If you are coughing or sneezing, please ask for a surgical mask; our staff will be happy to supply one for you.
- **Providing Influenza (Flu) Vaccines for Staff and Patients** - Influenza (or the flu) is an infection caused by the influenza virus. The flu is spread from person to person through droplets in the air and contact with contaminated objects. Although most healthy people will get better within a few days to a week after getting the flu, for others it can cause serious health problems. The Centers for Disease Control (CDC) recommends vaccination as the best way to prevent the flu. The flu vaccine is provided to all staff and patients at Bradley Hospital. While vaccination is recommended, we understand that it may not be right for every patient or family.
- **Monitoring for Multidrug-Resistant Organisms** - You may have heard in the media about the rise in multi-drug resistant organisms (MDROs), also referred to as antibiotic resistant bacteria. Two examples of these are MRSA (methicillin resistant staphylococcus aureus) and VRE (vancomycin resistant enterococcus). Should your child have signs or symptoms of such infection, the medical team may run laboratory tests for MDROs. The risk of MDROs is low and you will be notified if there are any concerns about your child.

Rapid Response Team

Bradley Hospital has a program called the Rapid Response Team. If you have a concern about the medical or physical status of your child, please notify the unit or program registered nurse immediately.

If you feel that your child's needs require further attention you may either request that a staff call the Rapid Response Team or you may call them yourself at **extension 88**. If you are calling from outside the hospital to express a concern about a child here on site, please dial the main number 401-432-1000. Identify yourself and your child and ask that the Rapid Response Team be sent to assess your child immediately.

Excellent, safe, and high quality care of your child is our most important goal. Please assist us in meeting that goal by communicating any concern that you have.

Attendance Policy for Your Child's Program

Please check with the program director or the handbook for your child's program for the attendance requirements for your child's program.

Outdoor Activities Safety

To promote wellness, if your child takes part in outdoor activities here at Bradley Hospital, sunscreen and or insect repellent will be used as appropriate for the activity. Our sunscreen is a lotion with an SPF of 30 or higher. Sunscreen will be applied if it is anticipated that there will be sun exposure for 15 minutes or longer.

Our insect repellent is a spray that contains 20% DEET or higher. Insect repellent will be sprayed on exposed skin and clothing before outdoor activities that could include exposure to biting insects, flies, mosquitoes, and/or ticks.

Please contact your treatment team or nursing staff for any questions about the use of these products.

Outpatient Services Information

In order to provide the highest quality care to as many children and families as possible, we have created the following agreement for our families:

- Payment for services is due at the time of service. All co-payments, deductibles, and other non-covered services will be paid according to your insurance plan. Visit fees not covered by your plan will be paid prior to the next scheduled appointment.
- Please notify the Bradley Hospital outpatient services of any changes in your insurance prior to the next scheduled appointment.
- Notification of at least one business day is required for appointment cancellations. For example, if you have an appointment on Monday, you need to call before 9 a.m. on Friday. If you have an appointment on Thursday, you need to call before 9 a.m. Wednesday. A fee will be charged for late cancellations and/or missed appointments.
- Late cancellation and missed appointment fees are billed to you and are not reimbursed by the insurance company. These payments must be made prior to the next scheduled appointment. (Due to state regulations,

the late cancellation and/or missed appointment fees do not apply to patients who have Medicaid or RIte Care policies).

- If there are more than 3 episodes of late cancellation and/or missed appointment, your clinician may choose to discontinue treatment. If payments for services not covered by insurance are not made, treatment may be suspended or discontinued. In the case of a history of late cancellations and/or missed appointments, future services may not be provided. If you would like a copy of the full Outpatient Financial and Patient Care Agreement, please contact the outpatient staff.

Ethics Committee

The hospital's 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 Hospital operator at 401-432-1000 if you wish to request a consultation.

Food and Nutrition Services

We have designed our menu to follow the USDA Dietary Guidelines. Our menu is high in whole grains, fruits, and vegetables. Fresh fruit and tossed salad are available at every 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 vegetables.

If your child is a vegetarian, has a food allergy or sensitivity, is a picky eater or eating poorly, follows religious nutrition restrictions, or has any other special dietary needs, our clinical nutrition staff will ensure that your child's needs are met. Should you have any requests, questions, or concerns, please feel free to contact the clinical nutrition office at 401-432-1190.

Food Allergy Alert

To keep our patients 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 patients 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.

Spiritual and Religious Services

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. For additional information, call your family therapist or the Family Liaison program at 401-432-1205.

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 children who are awaiting urgent admission to the hospital. Upon discharge, please be sure to take home all of your child's personal belongings.

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.

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 Rhode Island Department of Health, 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 Rhode Island Department of Health or the Department of Behavioral Healthcare, Developmental Disabilities and Hospitals 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.

Patient Rights and Responsibilities

Rights of Patients

These are your rights and responsibilities as a patient. To receive an oral or written translation of this document, please call the Family Liaison Program at 401-432-1205 or call 401-432-1000.

You have the right to:

1. Kind, safe, and respectful care.
2. Treatment and information without discrimination based on age, color, culture, ethnicity, gender identity or expression, language, national origin, physical or mental disability, race, religion, sex, sexual orientation, socioeconomic status, or source of payment.
3. Interpreter and translation services at no cost if your English is limited.
4. The name of any physician, provider, or institution that is responsible for, or involved in, your care or treatment.
5. Personal privacy and confidentiality of your medical records, in accordance with law and hospital policy.
6. Participate in your care and make informed decisions, including the right to refuse treatment as permitted by law.
7. Choose someone to make health care decisions for you.
8. Make advance directives ("Durable Power of Attorney for Health Care" or "Living Will") and include them in your medical record.
9. Assessment and management of your pain.
10. A reasonable response if your health care provider requests medical services for you or if you request additional services.
11. Freedom from restraints and seclusion that are not medically necessary or that are used as a means of coercion, discipline, convenience, or retaliation by staff.
12. Give or refuse informed consent to participate in human subjects research as required by law.
13. Be informed about the reasons and alternatives before you are transferred to another facility.
14. Review your hospital bill and be given an explanation of the charges, regardless of the source of payment; you will be provided with a summarized medical bill within 30 days of discharge, and an itemized bill on request.
15. Examine and obtain a copy of your medical records, at no charge, in certain cases.
16. Examine any hospital rules and regulations that govern your treatment.
17. The presence of someone whom you choose to give you emotional support, and visits from people you choose, unless

it interferes with others' care or your own.

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 Department of Health shall have power to enforce the provisions of this chapter.

You have the responsibility to:

1. Provide the hospital or your physician with information about past illnesses, hospitalizations, medications, allergies, and other matters related to your health care.
2. Inform the hospital if you do not understand or will be unable to carry out medical instructions.
3. Not take any drugs unless they are prescribed by your physician and administered by hospital staff.
4. Treat staff and licensed independent practitioners with respect, and use civil language.
5. Be considerate of other patients and their visitors, particularly respecting privacy, not smoking, and keeping noise at a reasonable level.
6. Keep all appointments and provide advance notice if you are unable to keep an appointment.
7. Let hospital staff know if you have prepared advance directives ("Durable Power of Attorney for Health Care" and/or "Living Will") and provide a copy to the hospital.
8. Provide complete insurance information.
9. Take financial responsibility for paying for all services rendered, either through your insurance, or by personally paying for any services that are not covered by insurance.
10. Participate in the process of medical education of future health care professionals, as authorized by the hospital.

The hospital will provide you with an interpreter if you need one, at no cost. Please ask your provider to page 401-350-2688 weekdays 8 a.m. – 3:30 p.m., or to contact the hospital supervisor after hours at 401-432-1000.

If you have a concern or feel your rights have been violated, you may make a complaint through the hospital's complaint procedure. Please visit or call the Family Liaison Program at 401-432-1205, or after hours call the hospital operator at 401-432-1000. You may also contact the Rhode Island Department of Health, 3 Capitol Hill, Providence, RI 02908, 401-222-5200, or The Joint Commission (hospital accreditation), 1-800-994-6610.

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 attorney's, 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 or 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 departments 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 and 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 of 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 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 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))

A patient 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 rights. 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 clergyman, 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 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 stationery, writing material and postage in reasonable amounts and to have free, unrestricted, unopened and uncensored use of the mail for letters.