

Visitation

Visitors are required to return handbags, packages, cell phones or other personal affects to their personal vehicle before visiting. Staff in the reception area (security or receptionist) and on the patient care unit must inspect all patient belongings brought into the hospital before they may be released to the patient.

Visitation Hours

Adult Programs (Journeys, Connections, Pathways and Transitions)

Saturdays 1 – 3 p.m.

Adult Senior Program (Milestones)

Daily 3:30 – 7 p.m. or time arranged with unit staff

Adolescent Programs (Bridges and Reflections)

Wednesday 5:30 – 6:30 p.m. and Sunday 1 – 3 p.m.

Exceptions to these visitation hours can be made in certain circumstances. Please contact members of the treatment team for these special requests. Patients are only allowed two (2) visitors at a time. **The patient ID Code will be needed when visiting, calling and should also be written on any mail or belongings sent to the patient.** Only children six years old or older can visit with the exception of Milestones, where visitors must be 18 years and older.

Patient ID Code: _____

Phone Contact — 601.483.6211

Adult Telephone Hours (Journeys, Connections, Pathways and Transitions)

Outgoing Calls 12 noon – 1 p.m.

Incoming Calls 4 – 5:30 p.m. and 7:15 – 9:30 p.m.

Adult Senior Telephone Hours (Milestones)

11:30 a.m. – 1 p.m.

4:30 – 5:30 p.m.

8:45 – 9:30 p.m.

Adolescent Telephone Hours (Bridges and Reflections)

Outgoing Calls 12 noon – 1 p.m.

Incomings Calls 8 p.m. – 9 p.m.

Note: Former patients are not allowed to visit or call other patients for at least three (3) months after they have been discharged.



Patient Information

Welcome to Alliance Health Center

Your decision to enter treatment may have been a difficult one but we are pleased you have chosen Alliance Health Center for your behavioral/addiction treatment. Alliance is one step on the road to making permanent changes in your life to become happier and healthier. We approach your treatment as a team and you are a vital member of this team. Your treatment team will coordinate your care by working closely with you and your family, and those who will continue your treatment after discharge. Please feel free to go to any member of your treatment team with questions or problems you may have. The treatment team is comprised of your psychiatrist, nurse, therapist, social worker and any family member you choose.

Many Services, Different Times

While at Alliance Health Center, you will be offered a range of services based on your individualized treatment needs such as psychiatric assessment, medication management, experiential activities, process groups, psycho-education groups, nursing groups and co-occurring groups. These therapeutic activities are scheduled throughout the day. The times may be different depending on the unit. Alliance Health Center is an acute psychiatric and addiction facility providing services for adults, geriatric and adolescent populations. Because Alliance is just one step in your recovery from addiction or mental illness, we also offer referrals for your continued care.

Our programs include:

- **Reflections** and **Bridges** focus on male and female adolescents ages 12 to 17 who are experiencing psychiatric conditions that interfere with their daily functioning in school, with their family or in social settings.
- The **Journeys** program focuses on adults with depression, anxiety or other mental illness that has gotten in the way of them leading a productive life and which can be addressed with medication management and intensive therapy.
- The **Connections** program focuses on persons with serious mental illnesses that need more intensive medication management and therapeutic coping skills.
- The **Pathways** program focuses on patients who are dealing with an addiction or who have an addiction and mental illness and need medical detoxification. This program includes medical detoxification, psycho-education and therapy to help start the recovery process.
- The **Transitions** program is an additional inpatient rehab program to treat addiction and mental health. Patients may step down from detox or be admitted through an outside referral source such as a physician, mental health therapist or family member. This program is for Medicare only.
- **New Leaf Recovery** is a partial hospitalization program with or without lodging for those with an addiction or who have an addiction and mental illness.
- The **Milestones** unit provides services for our senior population who are experiencing problems adjusting to the aging process, depression and new-onset dementia.

Alliance Health Center Patient Information

General Policies

If you have any questions, feel free to ask any of the staff for assistance.

- **Automobiles** — You are allowed to keep your automobile at the facility. Your keys will be secured and you will not be able to access your car until discharged.
- **Family Conference** — A family conference can be scheduled at your request. This is a therapeutic conference where you, your family and staff attend. Your treatment team may recommend frequent family conferences. Information from the conference will be passed on to your physician.
- **Transportation** — Whenever possible, we suggest that family members and/or close friends provide your transportation to and from the hospital. Case managers will assist with discharge transportation using Medicaid transport or a contracted service. A notice of 24 hours is needed for discharge transportation to be arranged.
- **Medications** — A list of your current medications is needed at admission. Your medications will be prescribed based on the physician's orders and administered by the nursing staff. If you do bring your medications from home to the hospital, we will ask your family to take the medications with them.
- **Medical Services** — Medical services at Alliance include 24-hour nursing care and a physician on call 24 hours a day. Please report medical problems to a member of the nursing staff. They will inform the physician of your medical issue.
- **Non-Smoking Facility** — Alliance Health Center is a non-smoking facility.
- **Infection Control** — For sanitation reasons, food and drinks are not allowed in a patient's room and cannot be taken from the cafeteria.
- **Payment for Services** — If not covered by insurance, payment is expected at time of admission unless other arrangements have been made.

What to Bring

- Clothing: 5 sets of clothing are allowed. Laundry service is provided by the staff. Please do not bring clothing that is overly revealing or has inappropriate subject matter displayed.
- Two (2) sets of pajamas and robes are to be worn only inside patient rooms.
- Bring comfortable, closed toed shoes with a back, for example, tennis shoes or loafers. Shoe laces will be removed, but an alternative will be provided. Please do not bring steel toed boots, sandals or other open toed shoes.

What to Bring (continued)

- Jeans, slacks, t-shirts, shirts, dresses and undergarments (without strings or underwire).
- Family pictures without a frame.
- Bring medical equipment such as a c-pap machine.
- Insurance and ID cards; for minors/dependent adults, birth certificate and/or guardianship papers.

What Not to Bring

- Weapons of any kind, such as guns, mace/pepper spray, knives.
- Purses and wallets are not allowed on the unit and should be sent home. If they cannot be sent home, items will be stored.
- Illicit drugs or alcohol.
- Any sharp objects, such as needles/straight pins or safety pins, pens/pencils, scissors, spiral notebooks, staples in paper, razors, clothes hangers, nail files, nail clippers, Q-tips.
- Toothpaste and toothbrush (these will be provided for you).
- Powder, nail polish and mouth wash.
- Items with strings or cords, irons, hair dryers, curling irons, clothes with draw strings, shoe laces or belts.
- Electronic items with or without cords (unless required for medical equipment) such as MP3 players, video games, cell phones, cameras, clocks, electric toothbrushes and toys.
- Clothing with drug or alcohol insignia or offensive language or insignia. No revealing clothing such as a low-cut blouse or tight clothing. No shirts that expose the midriff. No hoodies or coats with hoods.
- Inappropriate reading material.
- No glass bottle products containing alcohol, aerosol sprays (such as body spray, hair spray, spray deodorant), mirrors or items that have a string attached. Hygiene items are provided by Alliance.
- Jewelry except wedding bands and religious items.
- No earrings or body piercing jewelry.
- Pillows, blankets or stuffed toys.
- Picture frames with or without glass (you may keep the picture).
- Food or beverages, no aluminum can drinks.
- No oxygen tanks.
- No cash
- Staff may use judgment on items not listed that may be potentially harmful.

Notice of Privacy Practice

At Alliance Health Center, your privacy/confidentiality is one of our top priorities. As set forth under the HIPAA Privacy Rule of 1996, it is your right to have certain information kept private. However, that information can be used or disclosed with your permission or as required by law. To request a copy of our Privacy Practices, please call 601.483.6211.

Health Information

To obtain a copy of your medical records, complete and submit an Authorization to Use or Disclose PHI. Upon receipt of the request, the HIM Department has up to 30 days to respond. Additionally, all physicians have up to 30 days after the discharge date to complete the medical record before it can be released. There is also a fee associated with copying medical records. You may request information pertaining to the cost in advance. For questions or assistance, please contact us at:

Health Information Department Hours of Operation:

Monday-Friday 8 a.m. - 4:30 p.m.

(Closed on all major holidays)

601.483.6211 or 601.581.9934 ▪ Fax: 601.485.9810

Your Satisfaction

You and your family are very important to us. It is our goal to provide the very best care. To assist us, a survey will be provided to you at the end of your stay. It is our hope that you and your family will let us know what we are doing well and offer suggestions on what we can do better. If you have a grievance regarding your or your loved one's treatment at Alliance, please ask any staff member for assistance in contacting the patient advocate. You may fill out a grievance in writing or by calling extension 2120.