



# SARATOGA

# OUTPATIENT GUIDE

For Patients And Families

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30 Crescent Avenue  
Saratoga Springs, New York 12866  
1-518-584-3600 • 1-800-888-5448  
[www.fourwindshospital.com](http://www.fourwindshospital.com)

# Welcome to Four Winds

## Child & Adolescent Services

The Child and Adolescent Partial Programs offer intensive, structured, short-term treatment. The Child Partial Program provides services for ages 5-12. The Adolescent Partial/Intensive Outpatient Programs services teens from 13-17. This level of care is appropriate for children and adolescents who require a higher level of care than less intense outpatient services. Participants in the Partial programs typically experience difficulty managing behaviors at home and/or in school. The program also serves as a transitional level of care from inpatient to outpatient treatment. Both programs work with individuals managing a wide array of diagnoses and behavioral difficulties, including mood disorders, anxiety and oppositional defiance among others.

## Adult Services

The Adult Partial/Intensive Outpatient Program offers full day short-term group treatment for adults. The program is appropriate for adults 18 and over who require a higher level of care than less intense outpatient services. Participants in the program are typically experiencing difficulty managing psychosocial stressors and life challenges. The program also serves as a transitional level of care from inpatient to outpatient. The program works with individuals managing a wide array of diagnoses, including depression, anxiety, psychosis and co-occurring substance abuse disorders.

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## Who will be involved in my treatment?

Treatment will be provided by a treatment team, a group of professionals and paraprofessionals that includes psychiatrists, psychologists, registered nurse practitioners, licensed social workers and a licensed art therapist. They will work collaboratively with you to integrate important aspects of your treatment.

## What is my family's role in my treatment?

Family participation is an integral component of our multimodal treatment approach.

## What should I bring with me to the program each day?

Most of what each participant will need will be provided each day by the Program.

Participants should however:

Wear comfortable, casual clothing that is socially appropriate. Temperatures in group rooms can vary so dressing in layers is encouraged. Keep current weather conditions in mind.

Bring daily treatment materials that will be provided to participants during the treatment day.

## Is food provided during the day?

Snacks and lunch will be provided each day. Lunch is served in the main dining hall during the assigned lunch time. Please check the program schedule for lunch times.

## What should I leave at home during my treatment?

Please do not bring large sums of cash, jewelry, electronic equipment, CDs, valuables, weapons of any kind, matches, lighters, cigarettes, vaping devices, drugs, belts, scarves, mirrors, scissors, pocket knives, media disks, regular pencils, pens, Sharpies, markers or any gang-identifying clothing or jewelry (i.e., bandanas). For reasons of confidentiality, personal cameras and other photographic-type equipment may not be brought to the hospital.

### **Will I go to school?**

Children and adolescents in the Partial Hospital Program attend school from Monday through Friday during the school year as a component of participation. Educational services will be provided by Learnwell, which is staffed with master's level and special education teachers. The education team works closely with the home school district to make sure that each student gets credit for the schoolwork that is completed. Educational services are provided through individualized or small group instruction and are conducted in self-contained classrooms. With written permission, regular contact with the in-home teacher, the home district teacher, guidance counselor and school administrators ensures educational continuum. If your child plans to access school work via Google Classroom or any similar virtual classroom, they will be required to bring a chromebook or other device with which to access course content. Educators are present to facilitate learning and are not responsible for monitoring device usage. The parent or guardian is responsible for ensuring appropriate security measures are in place on the device to restrict access to any inappropriate content. At the time of discharge the educational instructor will prepare a final written report notifying the home school district of all pertinent information regarding the student, including recommendations for continued successful learning.

### **Safety & Security**

To ensure a safe and substance-free environment, belongings may be searched at the discretion of the staff. Contraband will be confiscated and parents notified. Contraband includes, but is not limited to, drugs, alcohol and weapons.

### **May I smoke on hospital grounds?**

Four Winds Hospitals is a smoke-free facility. Patients may not smoke or use any nicotine products on hospital grounds, including in private vehicles.

### **Are there drug screening procedures?**

Yes. In order to ensure a substance-free environment, urine screens may be conducted on a random basis and at the discretion of the staff.

### **What is the policy on cell phones?**

Adults should turn off their cell phones during program hours. To ensure the security and privacy of our patients, participants with camera phones are prohibited from taking pictures or videos while on hospital grounds. Children and adolescents are encouraged to leave their cell phones at home. Any cell phones brought to program will be collected from children and adolescents at the beginning of the day and returned at the end of the day.

### **What about transportation?**

Participants must arrange their own daily transportation to and from the Partial Program. Four Winds provides prearranged transportation for a limited number of children and adolescents in a defined geographic area. Patients in the adult program may drive themselves, but will be asked to hand in keys during the day. Adult participants driving themselves are to park in the lot outside the building. Patients in the child or adolescent programs must be transported by a parent or school. No teens may drive themselves. Parents or guardians/families may not car pool.

### **What if I am absent?**

Daily attendance is mandatory for participation in the program. If you are unable to attend on a scheduled program day, please call the appropriate call out line listed on the Treatment Team Contact List to advise the staff that you will not be attending that day. Provide a reason for your absence and leave a phone number where you can be reached. If you have not called in after the program begins, we will call you. Parents should call the program on behalf of their child. If you are receiving Four Winds transportation, please call transportation by 6:30 am to cancel. If a patient is absent unexpectedly and does not respond to phone calls from program staff, the local police may be contacted to conduct a wellness visit to ensure the patient's safety.

### **Inclement Weather**

In the event of bad weather, please call the hospital at 1-518-584-3600 ext. 0 for the operator to access information regarding program closing or delayed openings. The Child and Adolescent Partial Hospital Program will follow school closings for the

Saratoga City School System. You may also access information regarding program closings or delays by listening to your local radio/TV station.

There may be an occasion when there will be a need for early dismissal due to inclement weather. The program will contact families of those in the child and adolescent programs by phone to inform them of the scheduled change.

### **What about an emergency?**

If you are experiencing a psychiatric emergency you should call 911, your local mobile crisis team or go to the nearest emergency room.

A Crisis on-call line is also available 7 days a week to assist you in managing psychiatric emergencies. You can access this service by calling the numbers listed on the Treatment Team Contact List, Monday to Thursdays from 5pm-9am. These numbers do not accept text messages. If you are in need of assistance on weekends or holidays, please contact the main Four Winds Hospital Number (518-584-3600) and ask for the Nursing Supervisor.

### **Will anyone find out that I am here?**

Each patient has the right, within the law, to personal privacy and privacy of information. Patient information is discreetly shared within the treatment team. Written consent is required prior to having information shared with other individuals, including schools and outside therapists. To ensure privacy for everyone, and to enhance the healing process, we ask that you, your family members and significant others do not disclose information, stories or names to anyone outside of the program.

### **What if I need to take medication during program hours?**

If you or your child takes medication during program hours, please ensure your child's safety by handing medications to nursing staff in a properly labeled pharmaceutical bottle. Our nurses will administer medications to children and adolescents. Adults may self-administer medications.

### **What is the policy regarding personal relationships with individuals I meet in program?**

Personal contact with peers or staff is prohibited. Relationships between patients are discouraged as they distract those involved from the task of examining and working on their own treatment. Patients are also discouraged from sharing or lending belongings with one another. Relationships between staff and patients are professional, not personal.

### **What are my rights and responsibilities as a patient?**

Four Winds Hospitals recognize the value, worth and uniqueness of each individual and is committed to providing considerate, respectful and effective treatment in response to each patient's individual health-care needs. For your convenience the "Notice to Patients – General Statement of the Rights of Patients" is clearly posted.

Each patient at Four Winds Hospitals has the right to:

- Confidentiality, privacy and expression of his or her individuality regarding spiritual beliefs and cultural practices, providing that these practices do not harm or otherwise interfere with a planned course of treatment for themselves or other individuals.
- Request information regarding their medical record from their therapist and be kept completely informed regarding their care and treatment.
- Participate in their treatment and discharge plan to the extent that they are able to do so (or to give consent to allow another individual, usually a relative or close friend, to act as his or her legally authorized representative when such action is indicated).
- Follow hospital rules and regulations affecting patient care and conduct and follow and comply with the treatment plan recommended by the treatment team responsible for his/her care.

### **Are service animals permitted on hospital grounds with visitors?**

The Americans with Disabilities Act (ADA) provides protections for those individuals with service animals. A service animal means any dog that is specifically trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual or other mental disability. The work or tasks performed by the service animal must be directly related to the person's disability. Emotional support and comfort animals of any species are not recognized as service animals and will not be permitted at the hospital. Service animals are welcome.

## Managed Mental Health Care - What You Need To Know

Four Winds Hospitals recognizes that the swift changes currently being experienced in healthcare may not be the most pressing thing on your mind upon entering treatment. This fact sheet is intended to provide you with some important information to guide you more smoothly through the process.

Four Winds is dedicated to providing you and your family with high quality clinical care and education in the most effective manner possible. Part of this goal includes providing you and your family with the most up-to-date information regarding the significant changes the delivery of medical care in America is undergoing.

The goal of many of these changes is to manage the costs of medical care while maintaining quality. To this end, it is likely that your medical insurance company “manages” your medical and mental health (sometimes called behavioral health) benefits, or has hired a “managed care” company to do so. The organizations who manage your benefits review the medical necessity of tests and treatments recommended by your health care “provider” (doctor or therapist). The purpose of this is to make sure only necessary tests and procedures are conducted, so the cost of medical insurance can remain reasonable for everyone.

Four Winds Hospital works with your insurance company or managed care company to make sure that your admission to the inpatient or partial hospitalization program is “medically necessary” at the time it occurs. This process is called precertification.

If you are admitted to a Four Winds inpatient or partial hospitalization program, your insurance or managed care company frequently reviews your treatment with a Four Winds therapist and psychiatrist to make sure that treatment is progressing and that “inpatient” or “partial hospitalization” level of care is still medically necessary. Once it is determined that your condition can be treated at a less intensive level of care, the Four Winds staff will work with you and your insurance company to make a referral to the appropriate level of care.

The Four Winds staff is willing and eager to discuss any of this information with you or your family. Should you have any questions or concerns, do not hesitate to discuss them with your therapist, doctor or our patient accounts staff.

### **How is the program maintaining a safe and healthy environment for those participating in-person?**

Four Winds Hospitals is committed to providing a safe and healthy environment for all that are attending in-person treatment. You will be asked to complete a daily questionnaire regarding potential symptoms and/or exposure to infectious diseases. If you are feeling unwell, have tested positive for COVID-19 or have had close contact with anyone who has tested positive for COVID-19, please inform the call-out line and plan not to attend program until you receive further guidance or direction from the treatment team.

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## Information for a Successful Participation in Virtual Programming

### **Logging On**

Virtual programming will be provided via the Zoom Platform. You will be provided the link during the intake and admission process. Upon clicking the link, you will be prompted to test your video and audio. You will then be brought into the waiting room. Please contact us at 518-584-3600 x3290 if you are not brought in within 5 minutes. Once you are brought into the virtual platform, a staff member will welcome you and move you into the group session.

Please log into your group or individual session at least 15 minutes prior to the scheduled start time. Staff have been trained to help troubleshoot any technical issues you may have. We will call you if it appears that you are having difficulty connecting or trouble accessing the virtual platform.

### **Tips**

- 1.) Be comfortable with the device you are using. Ensure there are audio and visual capabilities as these will need to be enabled in order to access Zoom. Check network and/or internet connectivity. Poor service at home can disrupt your ability to connect to the session. A computer with a stable connection is recommended.
- 2.) You will be expected to remain fully visible with your camera turned on throughout the duration of all groups/programming.
- 3.) Ensure that you are alone and in a private and secure location. Make sure you are free from interruptions. If you are logging in from somewhere other than the address we have on file, you must inform the group facilitator/therapist prior to the start of group.
- 4.) Maintain confidentiality for yourself and others. Utilizing headphones can prevent others from hearing the content of group sessions.
- 5.) Upon entering the group session, you will be placed on MUTE. This will limit disruptions to the group process, including background noise. Staff will instruct you on how the session will be facilitated.
- 6.) Maintain appropriate dress and behavior during virtual sessions. Do not smoke or use substances during group programming.

## Helpful Resources

### NAMI Basics

The National Alliance on Mental Illness (NAMI) offers a free education program for parents, caregivers and other family who provide care for youth aged 22 or younger who are experiencing mental health symptoms.

The program is divided into six sessions, including:

- Basic elements of coping with mental health conditions
- Brain biology and getting a diagnosis
- Communication skills and crisis preparation
- Treatment and connecting with others by sharing your story
- Navigating the mental health and education systems
- Self-care and advocacy

If you or someone you love could benefit from the in-person NAMI Basics program or NAMI Basics OnDemand, please visit [nami.org/basics](https://nami.org/basics).

### How can I provide feedback to the program?

You are encouraged to bring up issues/concerns about the program during the goal planning meetings, review of the day's meetings or by using the daily parent communication form.

## Compliments, Concerns and Complaints

If you have any positive feedback to share, or if you believe that you are not receiving the benefits you should, or if you are unhappy about certain aspects of your treatment, please speak with your therapist. Alternate contacts include:

### **Monica Broderick**

Chief Executive Officer  
Four Winds Hospitals  
800 Cross River Road, Katonah, New York 10536  
Toll Free: 1-800-528-6624 or 1-914-763-8151, ext. 2349

### **Marybeth Palmateer, RN**

Director of Quality Management  
and Performance Improvement  
Four Winds Hospitals  
30 Crescent Avenue, Saratoga Springs, New York 12866  
Toll Free: 1-800-888-5448 or 1-518-584-3600, ext. 3284

### **The Joint Commission**

One Renaissance Blvd • Oak Brook Terrace, IL 60181  
Toll Free: 1-800-994-6610  
[www.jointcommission.org](http://www.jointcommission.org)

### **New York State Office of Mental Health**

44 Holland Avenue • Albany, New York 12229  
1-800-597-8481  
[www.omh.state.ny.us](http://www.omh.state.ny.us)

### **NYS Justice Center for the Protection of People with Special Needs**

161 Delaware Avenue  
Delmar, New York 12054-1310  
1-518-549-0200  
<http://www.justicecenter.ny.gov>

### **The Regional Office, Protection and Advocacy For Mentally Ill Individuals Program**

Disability Advocates Incorporated  
401 State Street • Schenectady, New York 12305  
1-800-624-4143  
[www.cqc.state.ny.us](http://www.cqc.state.ny.us)

### **National Alliance for the Mentally Ill**

260 Washington Avenue • Albany, New York 12210  
1-518-462-2000  
[www.naminys.org](http://www.naminys.org)

There are several options available to you in order to obtain more information about managed mental health care. These include, but are not limited to:

### **National Alliance For the Mentally Ill**

260 Washington Avenue  
Albany, New York 12210  
1-518-462-2000  
[www.naminys.org](http://www.naminys.org)

### **New York State Department of Health Health Insurance Consumer Medicaid Helpline**

Corning Towers  
9th floor, Room 910  
Empire State Plaza  
Albany, New York 12237  
1-800-541-2831  
[www.health.ny.gov](http://www.health.ny.gov)

### **The Department Of Financial Services**

One State Street  
New York, NY 10004-1511  
1-800-342-3736  
[www.dfs.ny.gov](http://www.dfs.ny.gov)

These agencies often have available free brochures and pamphlets which outline more detailed explanations of managed care benefits and information that you may find helpful.

## Directions to Four Winds Hospitals In Saratoga

30 Crescent Ave., Saratoga Springs, NY 12866

### From I-87

- Take I-87 (Northway) to Exit 13N, Route 9 North to Saratoga Springs.
- Follow Route 9 for 2 miles to Crescent Avenue. (There's a traffic light and Honda Dealership at the intersection.)
- Turn right onto Crescent Avenue. The entrance to Four Winds is located on the right, 1/8 mile from the intersection.

### From Points South, East and West of Albany

- Take New York State Thruway, I-90, to Exit 24.
- At the Exit 24 interchange, take I-87 North toward Montreal/Saratoga Springs.
- Take Exit 13N, Route 9 North to Saratoga Springs.
- Follow Route 9 for 2 miles to Crescent Avenue. (There's a traffic light and Honda Dealership at the intersection.)
- Turn right onto Crescent Avenue. The entrance to Four Winds is located on the right, 1/8 mile from the intersection.