



*Four Winds Hospital is an affiliate of the
Albert Einstein College of Medicine and
the Albert Einstein College of Medicine
Department of Psychiatry.*

INPATIENT *Treatment Services*



IMPORTANT INFORMATION FOR PATIENTS AND FAMILIES

1-800-528-6624 • 1-914-763-8151

TTY # 1-888-639-8098

www.fourwindshospital.com

800 Cross River Road • Katonah, New York 10536

Revised kl 5/21/14

Welcome to Four Winds Hospital



For over thirty years the staff at Four Winds Hospital has been welcoming the patients that come here for treatment – trusting us not only with their illness, but in a much broader sense with their lives. The more vulnerable they are, the greater care we must take, not only to respect the power of their illness, but their individual strengths and uniqueness. We believe it is the right of every patient to be treated with dignity, respect, confidentiality and the utmost kindness while receiving mental health treatment services.

This guide outlines some important information for patients and their families about the services available at Four Winds. Your treatment team will meet with you when you are assigned to a particular unit. They will work with you during your stay in the hospital to prepare you for the day that you will be discharged.

If you have any questions about the policies or services outlined in this brochure, please ask the staff on your unit to help you to understand this information. As meal times and various activities are different on every unit, please refer to your “treatment team” sheet and individual unit schedule for specific details.

The staff at Four Winds is dedicated to providing you with the best treatment possible.

Samuel C. Klagsbrun, M.D.
Executive Medical Director

Four Winds Hospital Administrative Personnel

Executive Medical Director, Ext. 2222

Chief Executive Officer, Ext. 2431

Vice President, Administration, Ext. 2229

Medical Director, Ext. 2665

Vice President, Development and Marketing, Ext. 2349

Chief Operating Officer, Ext. 2326

Director of Quality Management, Ext. 2597

Chief Nursing Officer, Ext. 2238

Director, Evaluations & Admissions, Ext. 2352

Samuel C. Klagsbrun, M.D.

Martin A. Buccolo, Ph.D.

Constance C. Fallon, R.N., M.B.A.

Sarah Klagsbrun, M.D.

Monica M. Broderick

Moira Morrissey, Esq.

Donna Fenty, R.N., M.S.

Joanne Reichbach, R.N., M.S.

Deborah Oliver

Inpatient Staff Listing

1-914-763-8151

Child Service

Sunset Program, Ext. 2500

Mark Hershman, Psy.D., Program Director
Josephine Kuhl, M.D., Medical Director

Westview Program, Ext. 2550

Jeannette Palmesi, R.N., Program Director
Xiaochun Lu, M.D., Medical Director

Cliffside Program, Ext. 2593

Jeannette Palmesi, R.N., Program Director/Nurse Manager
George Uy, M.D., Program Medical Director

Adolescent Service

Lodge Program, Ext. 2216

Jennifer Powell-Lunder, Psy.D., Program Director
Robert Stine, M.D., Medical Director

Northgate Program, Ext. 2327

Tracy Posniak, L.M.S.W., Program Director
Jason Valesco, M.D., Medical Director

Adult Service

Woodview Program, Ext. 2434

Eileen Scully, R.N., Program Director/Nurse Manager
Richard Wang, M.D., Medical Director

Outpatient Staff Listing

Child Partial Hospitalization Program

Suzanne Davino, Ph.D., Program Director
Jennifer McKenna, N.P.P., Psychiatric Nurse Practitioner

Adolescent Partial Hospitalization Program

Suzanne Davino, Ph.D., Program Director
Jennifer McKenna, N.P.P., Psychiatric Nurse Practitioner

Adult Partial Hospitalization Program

Suzanne Davino, Ph.D., Program Director
Donna George, N.P.P., Psychiatric Nurse Practitioner

Who Will Be Involved in My Treatment?

Your treatment will be provided by a treatment team, a group of professionals and paraprofessionals who work collaboratively with you to integrate important aspects of your treatment. The treatment team includes the following people:

Program Director - The program director is a licensed mental health professional (psychologist or clinical social worker) who is responsible for the overall clinical program provided to you on the unit.

Nurse Manager - A licensed registered nurse who works with the program director in managing the daily operation of the unit.

Medical Director/Psychiatrist - A psychiatrist is a licensed physician (M.D./D.O.) who specializes in the diagnosis, treatment and prevention of psychiatric disorders. The psychiatrist directs the medical aspects of your treatment and is responsible for prescribing medications.

Psychiatric Nurse Practitioner - A psychiatric nurse practitioner (NPP) is a licensed registered nurse who holds an advanced clinical degree in nursing with a specialty in psychiatry and is licensed to diagnose and treat patients. A psychiatric nurse practitioner may direct medical aspects of your treatment and is responsible for prescribing medication.

Psychotherapist - A licensed mental health professional (psychologist, clinical social worker, clinical nurse specialist) who provides your individual and family therapy, and coordinates your treatment and discharge plan.

Nurses - Are licensed registered and licensed practical nurses who are responsible for administering medications and directing mental health workers in implementing the individual treatment plan for each patient.

Mental Health Worker - Mental health workers are direct care workers who provide continuous supervision for patients on the unit and are responsible for guiding patients through their daily schedule.

Patient Health Coordinator - A mental health worker who is additionally trained to oversee the milieu management of the program.

The treatment team also works closely with the Department of Psychological Testing, The Learning Center, Therapeutic Activities Department, including therapeutic art and music professionals, and outpatient treatment providers.

What is Health Services?

Health Services is the department that oversees the medical care of our patients, and provides admission physicals to all new patients as well as routine follow-up medical care. Consultation with a pediatrician or internist is provided as needed.

What is My Family's Role in Treatment?

Four Winds involves the patient's family and significant others in the patient's treatment whenever appropriate and possible. Four Winds believes that family participation is an integral component of the treatment process.

What Should I Bring?

Patients are encouraged to bring enough clothing to last for several days but are cautioned not to bring too much. Comfortable casual clothing is suggested and please keep the current weather conditions in mind. Please do not bring clothing with drawstrings. Shampoo, toothbrush, toothpaste, liquid soap, brush, comb, and other personal hygiene items that do not contain alcohol and are not aerosol should be included. Night clothes, slippers, exercise clothing, including sneakers, should also be brought with you. A battery operated alarm clock would be useful. **Sheets, towels, comforters and pillows are supplied by the hospital.**

Please bring only a small amount of cash. We recommend that you do not bring jewelry, electronic equipment, CD's or other valuables to the hospital. Four Winds Hospital is not responsible for the loss of personal property. We kindly ask that you refrain from bringing the following items: weapons of any kind, matches, lighters, cigarettes (child & adolescent units), drugs, belts, scarves, mirrors, scissors, pocket knives, media disks, cell phones, cameras, radios with cords, personal hairdryers*, personal razors*, regular pencils, pens, sharpies, markers, any gang identifier clothing or jewelry (i.e., bandanas) and drawstrings from clothing.

*Hairdryers and disposable razors will be provided by the Hospital.

What About My Clothes?

Socially appropriate clothing is expected to be worn at all times. Clothing depicting drug or substance abuse images is prohibited. Staff may ask a patient to change his/her clothing if the patient is deemed to be inappropriately dressed.

Each unit at Four Winds is equipped with a washer and dryer for patient use. Detergent is supplied by the hospital. If clothing is not labeled with the name of the patient we will label it for you. Plastic hangers will be provided. No drycleaning bags may be brought to the hospital. With the exception of the child units, all patients are responsible for their own personal laundry. For hygienic reasons, clothing is not to be shared with other patients.

May I Have Visitors?

All approved visitors are welcomed at Four Winds Hospital for visits with patients. Kindly check in at the nursing station prior to beginning your visit to obtain your visitor identification tag. For the comfort of our patients, we request that visits be limited to two persons for a maximum of two hours at a time unless alternate arrangements have been made in advance. Visitors are welcomed during meal times and may join patients in the dining hall. Kindly pre-arrange all visits. Visitors are asked to pay for their own meals. Please refer to the individual unit schedule for a listing of visiting hours and meal times. Alternate visiting arrangements can be made with the therapist or nurse manager. Thank you for your cooperation.

Will Anyone Find Out that I'm 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 insurance companies, schools, and outside therapists. To ensure this comfort for everyone, and to enhance the healing process, we ask that you, your family members, friends and visitors hold the same level of confidentiality as is required by the staff. We ask patients, family, friends and visitors not to disclose information, stories, or names to anyone outside of the hospital.

Will I Be Put on Medications?

It is possible that you will benefit from taking medication during and after your stay at Four Winds. The psychiatrist who recommends medication for you will discuss the benefits, options, side effects and any of your concerns at the time that the recommendation is made. A patient education/information flyer is available for all medications prescribed at Four Winds. You, or in case of a minor, a parent/guardian will be asked to give Four Winds consent prior to any medication treatment.

What is a Discharge Plan?

At the time of admission and prior to being discharged from the hospital, you and the staff will begin to consider a plan for your continued treatment after you leave the hospital. This plan will reinforce the work you have done in the hospital and provide treatment interventions that promote your continued recovery. In the case of children and adolescents, this plan will include working closely with the parents/guardian and the child's home school district.

What is "The Learning Center"?

The Learning Center is the school located on the grounds of Four Winds Hospital. The school is staffed with masters-level and special education teachers. Each child and adolescent attends school, during the school year, as part of their daily program. The education team works closely with the home school district to make sure that each student gets credit for the school work that is completed here.

Safety and Security?

To ensure a safe, substance-free environment, you and your belongings will be searched by staff upon admission.

What is a “Sharps Closet”?

The sharps closet is a locked closet where all items considered unsafe are stored. You may access these items by asking a staff member to open the closet and you will be able to sign these items out. All items must be returned to the closet within the designated time period.

May I Use the Telephone?

Yes. The use of the telephone varies by unit. The reason for this is that each unit has varying "free time" periods when outgoing calls can be made, and incoming calls can be accepted. We prefer that patients not be interrupted from their program schedule to accept a phone call. In the case of an emergency, the caller can call the nursing station to leave an urgent message. Please refer to your unit's treatment team sheet for specific information on telephone times and numbers for your unit. The main number at Four Winds is 1-800-528-6624.

What is the Chaplaincy Care Program?

We support each individual's spirituality and religious beliefs as a potential part of their therapy. Speak to your primary therapist about arranging a meeting with our chaplaincy coordinator, or to make arrangements to provide for your particular spiritual needs.

What is the Policy on Photographic Equipment/Video Cameras/Cell Phones?

For reasons of confidentiality, personal cameras, camera phones, and other photographic-type equipment may not be brought to the hospital. For the purpose of identification, a photo of you will be taken, and will be included as part of your medical record. To ensure the security and privacy of our patients, cell phones cannot be used.

Why is there Camera Equipment on the Units?

All groups, hallways, common areas and other designated areas are monitored with the camera equipment by staff in the nurses station. These cameras are solely used for monitoring and safety purposes.

What Types of Food May I Have Brought From Home?

Although all meals and snacks are provided by the hospital, your family member is welcome to bring additional items for use by you and them during your visit if you wish. Because individuals may have food allergies or other dietary restrictions, we ask that you bring food for your family member only and that you check with your family member's therapist to see if there are any food restrictions that you may not be aware.

What Are My Daily Responsibilities?

In addition to participating in your treatment and treating your fellow patient with respect, and while the housekeeping department at Four Winds is responsible for general cleaning on a regular basis, the day-to-day neatness and orderliness of the individual units and individual rooms is the responsibility of each patient. Information regarding responsibilities is available on each unit.

Where Will My Car Be?

All vehicles belonging to patients at Four Winds will be inspected by the Plant Operations Department upon admission. Car keys will be held in a secure location until you are discharged from the hospital.

Should You Wear Sunscreen?

Recent evidence has shown that direct exposure of your skin to the sun can cause sensitivity, particularly when taking certain medications. Each patient at Four Winds is asked to use sunscreen prior to being in the sun. Sunscreen is available on every unit at the nursing station.

What About Mail?

Mail is delivered directly to the individual units on a daily basis. Outgoing mail is picked up daily. Stamps can be purchased at the hospital switchboard. Incoming mail should be clearly marked as follows:

Patient Name
c/o Four Winds Hospital
Name of Unit
800 Cross River Road
Katonah, New York 10536

Can I Smoke?

Effective January 1, 2012, Four Winds Hospital joined hospitals across the country and became a smoke and tobacco free campus. The use of tobacco products of any kind, including chewing tobacco, cigars, pipe and cigarettes is prohibited, including in any vehicle on hospital grounds. Nicotine replacement therapy is available to inpatients over the age of 18. Thank you for complying with and supporting an environment of wellness and general health for our patients, staff and visitors.

What Are My Rights and Responsibilities as a Patient?

Four Winds Hospital recognizes 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 on each unit.

Each patient at Four Winds 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. Each patient also has the right to be free from physical pain.

Patients have the right to request information regarding their medical record from their therapist, and to be kept completely informed regarding their care and treatment.

Patients are responsible for participating 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. This includes providing, to the best of his/her knowledge, accurate and complete information about present or past illnesses, hospitalizations, medications and other information relating to his/her health. In the case of children and adolescents, gathering information from family members, physicians, agencies and clinics is essential.

Each patient is responsible for following hospital rules and regulations affecting patient care and conduct, and for following and complying with the treatment plan recommended by the treatment team responsible for his/her care.

What is the Four Winds Philosophy of Care in Relation to the Use of Seclusion or Restraint?

Our mission of providing humane, client-centered, psychiatric treatment governs the administration of seclusion and restraint at Four Winds Hospital. In all of our programs, the implementation of these treatment interventions is guided by the following principles:

- Seclusion or restraint is an intervention of last resort, following a series of efforts by staff to promote less restrictive problem solving by the patient.
- Seclusion or restraint is a safety intervention, never to be used as a substitute for less restrictive treatment efforts, for punishment, or for the convenience of staff.
- Seclusion or restraint is a procedure only to be used in an emergency, to prevent patients from harming themselves or others, when all other methods have failed.
- When seclusion or restraint is implemented, maintaining patient dignity is our foremost concern.
- Seclusion or restraint is implemented for the shortest time clinically possible.
- Once a period of seclusion or restraint is concluded, the incident is reviewed with the patient with the goal of understanding the patient's point of view and developing a treatment plan to avoid the use of seclusion or restraint in the future.
- Designated nursing staff are specially trained in therapeutic crisis intervention in order to de-escalate a situation before seclusion or restraint is necessary, or, failing that, to administer seclusion or restraint with safety and dignity.
- All staff receive mandatory education on ways to reduce the risk of having to implement seclusion or restraint.
- Four Winds Hospital maintains an ongoing performance-improvement project to reduce the risk of having to implement seclusion or restraint.

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 you are unhappy about certain aspects of your treatment, you are encouraged to speak with your therapist. If you'd rather put your comments in writing, each unit is equipped with a "suggestion box". Alternate contacts include:

Martin A. Buccolo, Ph.D., Chief Executive Officer

Four Winds Hospital
800 Cross River Road, Katonah, New York 10536
Toll Free: 1-800-528-6624 or 1-914-763-8151, ext. 2431

Donna Fenty, R.N., MS, Director of Quality Management

Four Winds Hospital
800 Cross River Road, Katonah, New York 10536
Toll Free: 1-800-528-6624 or 1-914-763-8151, ext. 2597

The Joint Commission on the Accreditation of Healthcare Organizations Complaint Line

One Renaissance Blvd • Oak Brook Terrace, IL 60181
Toll Free: 1-800-994-6610
www.jcaho.org

Mental Hygiene Legal Services

100 Clearbrook Road • Elmsford, NY 10523
914-592-4275

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

New York State Office of Mental Health

44 Holland Avenue • Albany, New York 12229
1-800-597-8481
www.omh.state.ny.us

National Alliance for the Mentally Ill

260 Washington Avenue • Albany, New York 12210
1-518-462-2000
www.naminys.org

Patient Status Guide

The treatment team uses a number of different levels of observation to ensure the safety of each patient. Listed below is a description of each level of observation (status).

G.O. (General Observation) - Patients will be checked by a staff member every 30 minutes during the course of the day and night and may not leave the unit unescorted.

S.O. (Special Observation) - Most new admissions to Four Winds are placed on this status for the first two to three days of hospitalization. The patient is checked by a staff member every 15 minutes during the day and night and requires a staff escort when moving from one activity to another. Children in the hospital remain at this level throughout their stay unless greater supervision is required, and then they move to S.A.

S.A. (Special Awareness) - The patient must be within sight of a staff member at all times, even while sleeping, while they are either in the building or in the immediate area of the building. Patients may only participate in program activities off of the unit at the discretion of the staff with a staff escort.

C.A. (Constant Awareness) - The patient is individually supervised, must be in sight of a staff member at all times, even while sleeping, and may not leave the building. Patients may use only a spoon at mealtimes.

C.O. (Constant Observation) - The patient is individually supervised and must be within arms length of a staff member at all times including sleep times. Patients may use only a spoon at mealtimes.

Patient Intervention Guide

Various interventions are sometimes used in order to assist patients to live in, and learn from, the therapeutic environment (milieu) provided. Patients can earn privileges by use of a points or levels system. Restrictions of visitors, telephone calls, mail and other means of communication may be instituted for therapeutic reasons. Patient interventions may include:

1. **Contracts:** Patients may benefit from the use of a specialized contract targeting a behavior that is problematic for them. Contracts are in addition to the standard unit expectations and are reviewed daily.
2. **Observed Urines:** Upon admission, and whenever the staff deems it necessary, an adolescent or adult patient may be asked to provide a urine sample under the observation of a staff member.
3. **Building (Unit) Restriction:** Indicates patients are not permitted to leave the unit. Exceptions to this include visits to health services, laboratory, outside sitting areas, and therapist's offices when accompanied by a staff member.
 - a. **Area Restrictions:** An area restriction is when the patient is limited to a specific area as designated by the unit.
 - b. **Common Areas Restriction:** This indicates that during free time, a patient will conduct activities only in areas around the nurses station, program room, living room, kitchen, and day rooms.
 - c. **Kitchen Restriction:** During kitchen restriction, a patient is restricted from the kitchen and will not be able to obtain food or beverages from the kitchen area.
 - d. **Main Dining Room Restriction:** Patients will be asked to eat their meals on the unit in the kitchen or in another area designated by the staff.
4. **Time Away:** Time away is when a patient cooperates with staff request to spend a period of time in either the comfort room or his/her own room.
5. **Room Search:** A room search is when a staff member searches a patient's room for contraband and the patient will be informed prior to the search and may be present for the search if they so choose.
6. **Elopement Precautions:** In mental health, "elopement" refers to a patient leaving the unit when he or she is not authorized to do so. In some cases, certain restrictions apply when an individual indicates that he or she is an "elopement risk". Intervention may include a building restriction, restriction to common areas and in the case of high-risk patients, shoes and jackets may be held at the nursing station or the patient will be asked to wear pajamas until the risk has passed.

Glossary of Terms

1. **Acting Out** - An expression of unconscious emotional conflicts or feeling in actions rather than words.
2. **Activities Therapy** - Enrichment activities are incorporated into the daily treatment program. These may include, physical education, therapeutic games, a ropes course challenge, and cooperative games, music and art therapies as well as a variety of other activities.
3. **ADHD** - Attention Deficit Hyperactivity Disorder - a person whose inattention and hyperactivity-impulsivity causes problems in their daily living.
4. **ADL** - Activities of Daily Living Skills.
5. **ADL Skills** - Activities of Daily Living Skills. Learning to care for your body and other tasks of daily living including hygiene, health care, laundry, room care, etc.
6. **Alcoholics Anonymous (AA)** - A 12-step program for alcoholic persons who collectively assist other alcoholic persons through a structured fellowship of personal and group support.
7. **Addiction Group** - A therapeutic group which addresses the effects of addictions on the individual as well as the effects on the people in his or her life.
8. **Applied Behavioral Analysis** - the application of principles of behavioral science to study and modify maladaptive behavior in order to improve social functioning.
9. **Behavior Contract** - A contract is a written agreement signed by you and the staff which identifies a problem and ways to cope with the problem in a more positive way.
10. **Behavior Modification** - An analysis of behaviors and their application and an attempt to change maladaptive patterns of behavior through various techniques.
11. **Code** - An intervention by staff if a patient is in a medical crisis or has lost reasonable control.
12. **Common Area** - Typically defined as the area around the nurses station in which an individual can be seen at all times.
13. **Confidentiality** - The holding of one's trust in confidence. Staff, patients, family, friends and visitors are held to the Four Winds confidentiality rules to ensure the privacy of others. Information learned at the hospital is not to be shared. Any information shared in groups or heard at the hospital cannot under any circumstances be discussed or shared with anyone else.
14. **Co-occurring Disorders** - When psychiatric and substance abuse disorders occur in the same individual, they are commonly referred to as "Co-occurring" (also known as "Dual Diagnosis").
15. **CSE** -Committee on Special Education
16. **Dialectical Behavior Therapy** - a form of Cognitive Behavior Therapy that uses acceptance and validation as a precondition to helping patients develop effective skills for managing problems with emotion regulation in order to improve their lives.
17. **Discharge Plan** - A plan begun at the time of admission to establish a support system for the patient upon his/her release from the hospital.
18. **Expressive Arts** - A modality used in the form of art to help you share your feelings.
19. **Family Therapy** - A therapeutic group where family members join the patient and the therapist.
20. **Group Therapy** - A group of patients joined together to work on issues with an assigned therapist.
21. **Individual Therapy** - An individual session between you and your primary therapist.

22. **Medication Education** - An educational session where the patient learns the benefits of medication, what to expect, and what the side effects might be.
23. **Medicine** - A drug or prescribed remedy used in the treatment of illness.
24. **Multi-Family Group** - A group where several families are brought together with patients to discuss common issues.
25. **Narcotics Anonymous (NA)** - A 12-step program for persons addicted to drugs who collectively assist other narcotics users through a structured fellowship of personal and group support.
26. **Nutrition** - The process involved in taking in and utilizing food substances to sustain growth, repair, and maintain bodily activities.
27. **Pass** - A set period of time allotted by your therapist to be off grounds.
28. **PPT** - Pupil personnel team.
29. **Primary Therapist** - The therapist assigned to you with whom you will meet for individual therapy.
30. **Primary Treatment Team** - The team that has been brought together to work with you. The team includes a psychiatrist, an individual therapist, nurses, mental health workers, teachers, activities therapists, the referring therapist and family members as applicable.
31. **PRN** - Administering medication "as necessary" as opposed to a fixed schedule.
32. **Psychodrama** - An active therapy using role-playing as a means to deal with issues.
33. **Quiet Room** - A special room on the unit where patients have an opportunity to be alone.
34. **Quiet Time** (personal reflective time) - Time in your room set aside throughout the day to relax.
35. **Relaxation/Leisure therapy** - Taught as a way to relieve stress and anxiety through music, breathing exercises and visual imagery.
36. **Sharps** - Items on the unit that are considered to be a safety risk. These include, but are not limited to, razors, razor blades, shaving equipment, glass containers, mirrors, pencil/makeup sharpeners, scissors, mouthwash, etc.
37. **Social Skills** - The ability to interact with others, and to interact with the community in a positive way.
38. **Social Worker** - (LCSW/LMSW) - A therapist trained to recognize how human needs, of both the individual and their family, can be met within society.
39. **Substance Abuse** - Impairment in social and occupational functioning resulting from the pathological and "compulsive" use of a substance such as drugs or alcohol.
40. **Support System** - The people who are directly involved in your treatment and ongoing recovery.
41. **Team Meeting** - A meeting during which the patient meets with the staff assigned to him or her to discuss treatment options.
42. **Therapeutic Milieu** - The use of the physical and emotional environment in treatment.
43. **Therapeutic Treatment Plan** - A plan established by the treatment team to move you toward your goals in an organized fashion.
44. **Visiting Hours** - A time for therapist-approved family, friends and visitors to visit you while you are in the hospital.
45. **Women's/Men's Groups** - A group therapy approach where patients are separated by gender to discuss issues that may be uncomfortable to talk about in front of the opposite sex.

Managed Mental Health Care What You Need To Know

Four Winds Hospital 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, partial hospitalization, or intensive outpatient programs is “medically necessary” at the time it occurs. This process is called precertification.

If you are admitted to a Four Winds inpatient, partial hospitalization or intensive outpatient 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”, “partial hospitalization” or an “intensive outpatient” level of care is still medically necessary. Once it is determined that your condition can be treated at a less intensive level of care, 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.

Sources of Additional Information

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:

AGENCIES

National Alliance For the Mentally Ill

260 Washington Avenue

Albany, New York 12210

518-462-2000

www.naminys.org

New York State Department of Health

Mark Van Guysling, Assistant Director

Division of Health Care Financing

Corning Towers

9th floor, Room 910

Empire State Plaza

Albany, New York 12237

518-474-6350

www.health.state.ny.us

New York State Department of Insurance

25 Beaver Street

New York, New York 10004

1-212-480-6400

www.ins.state.ny.us

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.



Bus Transportation

By Service Bus Co., and AJ's Car Service
for Families going to Four Winds from the Bronx and Queens

Bronx Schedule

| WEDNESDAY | SUNDAY |
|--|--|
| Stop 1 12:50-12:55 pm Yonkers Ave. and Central Park Ave. (Southbound side) | Stop 1 11:05-11:10 am Yonkers Ave. and Central Park Rd. (Southbound side) |
| Stop 2 1:05-1:15 pm Woodlawn Train Station (Corner Bainbridge & Jerome) | Stop 2 11:25-11:35 am Woodlawn Train Station (Corner Bainbridge & Jerome) |
| Stop 3 1:18-1:25 pm D Train at E. 206 St. & Bainbridge | Stop 3 11:40-11:50 am D Train at E. 206 St. & Bainbridge |
| Stop 4 1:30-1:40 pm Pelham Pkwy. Service Rd. and White Plains Rd/Bank of America #5 & 2 train | Stop 4 12:10-12:20 pm Pelham Pkwy. Service Rd. and White Plains Rd/Bank of America #5 & 2 train |
| Stop 5 2:00-2:10 pm Westchester Ave. and Middletown Rd. for #6 train | Stop 5 12:40-12:50 pm Westchester Ave. and Middletown Rd. for #6 train |
| Stop 6 2:30-2:40 pm White Plains multiple bus station (on the sidewalk side- Ferris & Waters St. across from Infiniti Dealership) | Stop 6 1:25-1:35 pm White Plains multiple bus station (on the sidewalk side- Ferris & Waters St. across from Infiniti Dealership) |
| Arrive at Four Winds Hospital 3:15 pm | Arrive at Four Winds Hospital 2:00 pm |
| Departure From Four Winds (Activities' Parking Lot) Bus Loading 5:00 pm Bus Leaving 5:15 pm | Departure From Four Winds (Activities' Parking Lot) Bus Loading 3:15 pm Bus Leaving 3:30 pm |

[Service Bus Co. \(dispatcher\) 1-914-476-1000](tel:1-914-476-1000) • [1-914-423-3200](tel:1-914-423-3200)

Queens Schedule

| TUESDAY | SATURDAY |
|--|--|
| Stop 1 1:00 pm Roosevelt and 75th St by LaFamiglia Pizzeria | Stop 1 11:15 am Roosevelt and 75th St by LaFamiglia Pizzeria |
| Stop 2 1:30 pm Corner of 82nd Road, and 164th St. at Queens Hospital | Stop 2 11:45 am Corner of 82nd Road, and 164th St. at Queens Hospital |
| Arrive at Four Winds Hospital 3:15 pm | Arrive at Four Winds Hospital 2:00 pm |
| Departure From Four Winds (Activities' Parking Lot) Bus Loading 5:00 pm Bus Leaving 5:15 pm | Departure From Four Winds (Activities' Parking Lot) Bus Loading 3:15 pm Bus Leaving 3:30 pm |

[AJ's Car Service. \(dispatcher\) 1-914-277-4499](tel:1-914-277-4499)

Four Winds Hospital

800 Cross River Road
Katonah, New York 10536

1-800-528-6624

Directions to Four Winds Hospital

From New York City & Lower Westchester

- Take I-684 North to Exit 6 (Katonah/Cross River/Route 35).
 - Turn right onto Route 35 East.
 - Continue 3.5 miles to Four Winds Hospital on the left.
- OR
- Take the Saw Mill River Parkway North to the end, where it merges with I-684. Get off at I-684 Exit 6 (Katonah/Cross River/Route 35). (The last exit on the Saw Mill River Parkway is Exit 42, Exit 6 on I-684 is the very next exit.)
 - Turn Right onto Route 35 East.
 - Continue 3.5 miles to the entrance to Four Winds Hospital on the left.

From Long Island

- Take the Whitestone Bridge to the Hutchinson River Parkway North.
- I-684 North to Exit 6 (Katonah/Cross River/Route 35).
- Turn right onto Route 35 East.
- Continue 3.5 miles to the entrance to Four Winds Hospital on the left.

From the Tappan Zee Bridge

- 287 East to I-684 North.
- Take Exit 6 (Katonah/Cross River/Route 35).
- Turn right onto Route 35 East.
- Continue 3.5 miles to the entrance to Four Winds Hospital on the left.

From Orange County, Putnam County, Danbury CT and Points North

- Route I-84 to I-684 South.
- Take Exit 6 (Katonah/Cross River/Route 35).
- Turn left onto Route 35 East.
- Continue 3.5 miles to the entrance to Four Winds Hospital on the left.

From Fairfield County, CT

Ridgefield, New Canaan & Wilton, CT

- Take Route 35 West.
- Continue 7.6 miles to the entrance to Four Winds Hospital on the right.

I-95

- Take Exit 15 (Route 7 connector).
- Get off at Exit 2 (New Canaan, Route 123).
- Follow Route 123 through New Canaan, through Vista, to the end.
- Turn left onto Route 35 West. Follow Route 35 for about 6 miles. The entrance to Four Winds Hospital will be on the right.

Merritt Parkway

- Take Exit 38. Turn North onto Route 123.
- Follow Route 123 through New Canaan, through Vista, to the end.
- Turn left onto Route 35 West. Follow Route 35 for about 6 miles. The entrance to Four Winds Hospital will be on the right.

Stamford & Greenwich

- Take Merritt Pkwy to Exit 35 (High Ridge Rd., Route 137).
- Turn North onto Route 137. Follow it to the end.
- At the Stop Sign, turn right onto Route 121, follow 121 to the end.
- Go left onto Route 35, up the hill, and Four Winds Hospital is on the right.

Metro North Railroad number: 1-800-638-7646

Kisco Cab: 1-914-666-6000



1-914-763-8151

www.fourwindshospital.com

800 Cross River Road • Katonah, New York 10536