



INPATIENT GUIDE



For Patients And Families

WESTCHESTER

800 Cross River Road

Katonah, New York 10536

914-763-8151 • 1-800-528-6624

SARATOGA

30 Crescent Avenue

Saratoga Springs, New York 12866

518-584-3600 • 1-800-888-5448

www.fourwindshospital.com

Welcome to Four Winds

Four Winds is honored to welcome you to our community of healing, growth and caring. We believe it is the right of every patient to be treated with dignity, respect, confidentiality and kindness while receiving mental health treatment services. The staff at Four Winds is dedicated to providing you with the best treatment possible.

This guide outlines some important information for patients and their families about the services available at Four Winds. An insert with details and treatment team information from your assigned unit is included in this guide. If you have any questions about the policies or services, please ask a staff member for assistance.

The Child & Adolescent Inpatient Service

Child and Adolescent inpatient programs offer acute care in a therapeutic, supportive and structured home-like setting. Children and adolescents (ages 5-17) are admitted to a specific unit based on careful consideration of several factors including age, current level of functioning and presenting symptoms.

Adult Inpatient Service

Adult inpatient offers acute comprehensive care and evaluation services to adults 18 and older. Treatment is provided in a therapeutic, supportive and structured home-like setting. Treatment is offered for patients presenting with mood disorders, anxiety, traumatic stress and other psychiatric and behavioral symptoms.

For more information about an individual unit, please refer to the unit's treatment description available at the nursing station of each unit and on the hospital's website: www.fourwindshospital.com.

Who will be involved in my treatment?

Your treatment will be provided by a treatment team. This group of professionals and paraprofessionals includes psychiatrists, psychiatric nurse practitioners, registered nurses, therapists, mental health workers, and recreation specialists. They work collaboratively with you to integrate important aspects of your treatment. The treatment team will also coordinate your treatment with your outpatient treatment providers.

What is Health Services?

All patients receive a physical examination shortly after admission. This exam, along with your routine medical care, is provided by our Health Services Department. Health Services is staffed by Physicians, Nurse Practitioners, Physician Assistants and an infection control nurse.

In the event of a serious medical problem, patients will be seen at the nearest Emergency Room, and if medically necessary, may be admitted to that hospital. In such an event, staff from Four Winds will work with the hospital staff to assure that you have a comprehensive treatment plan that encompasses both your medical and mental health needs.

What is Four Winds policy about Covid-19 exposure?

Four Winds follows all CDC guidelines and protocols related to Covid-19. All patients are tested prior to admission. Patients are monitored for symptoms twice daily. If any patient tests positive for Covid, they will be removed from the patient community. Patients identified as having been exposed will be required to wear a KN95 mask for the next 10 days and will be tested on days 1, 3 and 5 following exposure. If you/your child are identified as an exposure, you will be notified by a member of you/your child's clinical team. New admissions being admitted to a unit where there has been a Covid exposure will be required to wear a KN95 mask until the 10 day period has ended.

Will I be put on medications?

A psychiatrist or psychiatric nurse practitioner will assess you to determine whether you would benefit from taking medication during and after your stay at Four Winds. The prescriber recommending medication for you will discuss the possible benefits, side effects and any other questions that you may have regarding your medication(s). A patient education/information flyer is available for all medications prescribed at Four Winds. You or a parent/guardian (for minors) will be required to give consent prior to receiving any medications.

What is my family's role in my treatment?

Family input is an integral component of our treatment approach. As part of treatment planning, the patient, family and treatment team will develop the goals and objectives of treatment together. Over the course of treatment, the treatment team will consistently communicate with you and your family about progress towards goals and targets for discharge.

What should I bring with me during my stay at Four Winds Hospitals?

You should bring enough clothing to last for several days, but are cautioned not to bring too much. Socially appropriate clothing is expected to be worn at all times. You should bring:

- Comfortable, casual clothing. Keep current weather conditions in mind.
- Unopened shampoo, toothbrush, toothpaste, unopened liquid soap, brush, comb and other personal hygiene items that do not contain alcohol and are not in aerosol containers.
- Nightclothes, slippers, exercise clothing, comfortable shoes with no shoelaces.
- Small amount of cash. (Adults)
- Limited amount of unopened make-up.

What should I leave at home during my stay at Four Winds Hospitals?

To ensure a safe and substance-free environment, you and your belongings will be searched by staff upon admission and at the discretion of the staff. Items that should not be brought include:

- Personal items that cannot be replaced.
 - Products that contain alcohol or are in aerosol containers.
 - Clothing with drawstrings.
 - Dry-cleaning bags.
 - Sheets, towels, comforters and pillows – they are provided by the hospital.
 - Large sums of cash.
 - Jewelry, electronic equipment, CDs, valuables.
 - Weapons of any kind, matches, lighters, cigarettes, e-cigarettes, drugs, belts, scarves, mirrors, scissors, pocket knives, media disks, radios with cords, personal hair dryers*, personal razors*, Sharpies, markers, any gang-identifying clothing or jewelry (i.e., bandannas).
 - For reasons of confidentiality, personal cameras, camera phones, and other photographic-type equipment may not be brought to the hospital. To ensure the security and privacy of our patients, cell phones cannot be used during your stay.
- * Hair dryers and disposable razors will be provided to adult patients by the hospital. Not permitted on child/adolescent units.

What types of food may I have brought from home?

Although meals and snacks are provided by the hospital, a family member is welcome to bring additional items for use by you and them during their visit. Since other patients may have food allergies or dietary restrictions, we ask that you bring food for your family member only and that you check with the Nursing Staff to see if there are any food restrictions of which you may not be aware. No food delivery such as Uber Eats is allowed for patients. Please do not order food for your family member.

May I have visitors?

All approved visitors are welcome at Four Winds Hospitals for visits with patients. Visiting in-person is by appointment only. For the comfort of our patients, we request that visits be limited to two persons for a maximum of one hour at a time unless alternate arrangements have been made in advance. Each patient may have two visits of one hour per week (one during the week and another on the weekend). For child and adolescent patients, visitors are limited to parents or legal guardians. For child and adolescent patients that require parents or legal guardians to have separate visiting times, each parent or legal guardian will be allotted two visits a week.

Kindly check in at the nursing station prior to beginning your visit to obtain your visitor identification tag. No children are permitted as visitors. Thank you for your cooperation.

May I send my family member a package while they are in the hospital?

Unfortunately, we are not able to accept any packages for patients. Please do not order and ship any package to the hospital. If your family member needs something specific please ask the therapist for assistance. We appreciate your cooperation.

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.

Will anyone find out that I have been hospitalized?

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.

Why is there camera equipment on the units?

On some units, cameras are used in common areas as a secondary means of observation. These cameras are solely used for monitoring and safety purposes and do not record.

Will I go to school?

Each child and adolescent attends school every day, during the school year, as part of their daily program. The Learning Center has individualized, or small group instruction and is conducted in self-contained classrooms. The education team works with the home school district to make sure that each student gets credit for the schoolwork that is completed here. With written permission, regular contact with the in-home teacher, the home-district teacher, guidance counselor and school administrators ensures educational continuity. You will be asked to sign a consent to facilitate this. If you choose not to provide this consent, you will be billed for the educational services your child receives.

What happens if there is a fire alarm?

Periodically, there will be fire drills. These fire drills may occur at any time of the day or night. If this happens, please exit the building from the closest door and walk to your unit's designated area and wait for staffs' direction. Staff will review the policy for evacuation with you at the time of admission. Often, there are many things told to you in admission. If you are unsure or if you don't know this information, please ask.

What are my rights and responsibilities as a patient at Four Winds Hospitals?

We all function in a multitude of roles every day: as husbands or wives, sons or daughters, sisters or brothers, church members, employees and friends, among others. One role we all may find ourselves in from time to time is that of patient.

People with serious illness also function in a variety of life roles. They, too, are sons, daughters, husbands, wives, parents, employees, neighbors, and friends. During times of acute mental illness, the role of patient may be a dominant one. At other times, the major symptoms are under control; residual symptoms may remain, and there is a need to continue treatment and monitor the illness, but other roles can play a larger part.

As with all other life roles, there are rights and responsibilities when one is a patient.

Rights:

- To be provided with safety, security, privacy and decreased stress while in treatment.
- To be given timely and appropriate treatment.
- To receive information about the illness and its treatment, risks and benefits.
- To be assured that confidentiality regarding treatment, will be maintained.
- Not to be abused in any way.
- To receive timely medical attention to reduce pain symptoms.
- To be appropriately treated for any ongoing or new medical condition.

Responsibilities:

- To seek and cooperate with treatment and try to get well.
- To learn as much as possible about the illness and treatment.
- To respect the need of other patients for confidentiality.
- To respect each other's privacy.
- To provide complete and accurate information.
- To ask questions.
- To follow instructions for their care.
- To accept outcomes if they do not follow instructions for their care.
- To follow rules and regulations of the hospital.
- To meet financial commitments.

For your convenience, the "Notice to Patients – General Statement of the Rights of Patients" is clearly posted on each unit.

Managed Mental Health Care: What You Need To Know

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 up-to-date information regarding the significant changes in delivery of medical care in America.

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 treatment is authorized 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 program is “medically necessary” at the time it occurs. This process is called precertification.

If you are admitted to Four Winds, 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” 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, Psychiatrist or Psychiatric Nurse Practitioner or our patient accounts staff.

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.

What Patients & Family Members Can Do To Stay on Top of Your Health Care

Be informed

- Learn all that you can about your, or your family member's, illness and condition.
- Make sure you understand the care and treatment you, or your family member, will be receiving.
- If you are not fully able to participate in your care, urge a family member or friend to help you ask questions, receive instructions, and make suggestions.

Keep track of your history

- Write down your, or your family member's, medical history, including any medical conditions, illnesses, past hospital stays, all medications (as well as herbal and dietary supplements) that you are taking, and any allergies to food or drugs that you may have.

Work with your health care team

- Follow the treatment plan agreed on by you, your family, your physician, and the health care team.
- Talk with the health care team about your safety concerns.
- If something doesn't seem right with your medications or treatment, tell your physician, nurse or other health care provider.

Understand your medication

- Make sure you know what medicines you are taking and why you are taking them.
- Make sure your nurses or health care providers ask for identification before giving you any medications or treatments.
- Know when you are supposed to receive your medicine. Call attention to your nurse or physician if this doesn't happen.

Prevent infections

- Wash your hands before meals and after using the bathroom, sneezing or coughing. Doing so is the best way to prevent infection.
- You are an important part of the health care team; so don't be afraid to remind physicians, nurses and other caregivers to wash their hands.

Review your discharge instructions

- Be sure you receive verbal and written discharge instructions and then follow them.
 - Ask questions if you do not understand the instructions.
 - Fill prescriptions and take all medications according to your physician's instructions.
- Remember that we are here to answer your questions and address your concerns about patient safety.

Please ask questions and speak up – it makes patient care safer for everyone.

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
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
1-800-994-6610
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

**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

National Alliance for the Mentally Ill

260 Washington Avenue, Albany, New York 12210
1-518-462-2000
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

**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

The Department Of Financial Services

One State Street, New York, NY 10004-1511
1-800-342-3736
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

Directions to Four Winds Westchester

800 Cross River Road, Katonah, NY 10536

From New York City & Lower Westchester

- 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 Gov. Mario M. Cuomo 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.

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.

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.

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.

Directions to Four Winds 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.