

**Welcome to Four Winds Saratoga**



**Behavioral Health Outpatient Services**

*- Virtual Programs -  
Patient and Family Handbook*



## Welcome to the Four Winds Behavioral Health Outpatient Services:

Adult Partial Hospitalization (PHP), Adult Intensive Outpatient (IOP)  
and Adolescent Intensive Outpatient (AIOP)

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.

Four Winds Saratoga's Behavioral Health Outpatient Programs serve individuals who are in need of intensive, structured and focused treatment for mental health problems in order to prevent psychiatric hospitalization or to provide a transition from the inpatient psychiatric setting. Our effort is to consolidate and strengthen gains, to provide crisis interventions that stabilize acute situations and to secure outpatient follow-up.

### *Information for Patients*

#### **Treatment Team**

---

Our team is multidisciplinary, consisting of licensed social workers, psychiatrists, nurse practitioners, psychiatric RNs, patient coordinators, licensed mental health counselors and Credentialed Alcoholism and Substance Abuse Counselors (C.A.S.A.C.). Together, with each patient, we assess community supports and work to develop comprehensive interventions to meet the broad goals noted above. We are committed to actively involving your family in the treatment provided as well as offering education and support services to family members.

The program has full time staff members who work exclusively with the partial hospital program and intensive outpatient program. Our programs provide a range of services from psychotherapy groups focusing on coping skills and education, nutritional education, and vocational services. Psychiatric services are available daily. These services include medication consultation, medication education, health education, and active participation in treatment planning meetings and other clinical meetings. At times our program may have student interns placed at our facility who may attend some of your groups. All students are required to maintain the same confidentiality standards as our staff. These students are all closely supervised by a staff member working in the program.

#### **Clinical Support**

---

Upon admission to the program a therapist is assigned as your primary contact. The intensity of your work with your therapist will depend on your needs as well as the other services you are receiving in the community. We make every effort to coordinate our work with other outpatient services you may be using. As a general guideline, patients meet with their therapist one time weekly. Psychiatric prescribers are available for medication review and you will be scheduled through the nursing staff once weekly or as needed. **The core of our programming is devoted to group therapy.**

#### **Discharge Plan**

---

At the time of admission and prior to being discharged from the program, you and the staff will begin to consider a plan for your continued treatment after you leave the program. This plan will reinforce the work you have done in the program and provide treatment interventions that promote your continued recovery.

#### **Crisis On Call**

---

A Crisis on-call line is available 7 days a week to assist you in *managing psychiatric emergencies*. You can access this service by calling (518) 466 – 2135 Mondays to Thursdays from 5 p.m. to 9 a.m. **This number does not accept text messages.** If you are in need of assistance on weekends or holidays, please contact the main Four Winds Saratoga number and ask for the nursing supervisor.



If you have any questions about the Crisis On-Call line or how to access the service, please ask your assigned therapist. This service is available to you and your family for assistance in managing psychiatric emergencies and other urgent situations that cannot wait until regular program hours.

**Please note:** If in the event staff is unable to answer, please leave a clear voicemail including your name and best contact number. If you do not receive a call back within 15 minutes, please call Four Winds Saratoga main number and ask for the nursing supervisor.

## **Psychiatric Medication Management**

It is possible that you will benefit from taking medication during and after receiving treatment 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.

At the time of admission, you will be evaluated by our program psychiatrist or nurse practitioner who will be responsible for prescribing and monitoring your response to medications. You are responsible for taking medications as prescribed. If you have specific questions around your medication, a doctor, nurse practitioner or nurses in the program will assist you. We ask that you let the doctor/nurse practitioner know the name and telephone number of the pharmacy you will be using. We also ask that you use the same pharmacy for filling your prescriptions while you are attending the program.

## **Medical Care**

Program staff will coordinate your care with your Primary Care Physician and/or other healthcare providers. The medical staff will *not* be prescribing medications to treat physical health conditions (e.g. pain medications, antibiotics, birth control).

## **Lab Work**

Your psychiatrist and/or nurse practitioner may give you a prescription for lab work while you are attending the program. Your doctor/nurse practitioner will provide you with specific instructions on how to prepare for the requested lab work. You may use any laboratory service that you choose. Please let your doctor/nurse practitioner know the date and location of where you had the lab work completed.

## **Length of Stay**

The average length of stay is usually between **three to four weeks**. It is important that you focus on your treatment goals. Participation in your treatment program is imperative in order to develop skills necessary for a successful discharge. This may be the first step in your treatment and we will assist you in a discharge plan that will allow you to continue to work on your longer-term therapeutic goals.

## **Program Schedule**

Virtual **Partial Hospitalization Program (PHP)** is held Monday through Friday from 9:00 a.m. to 12:30 p.m. **Adult Intensive Outpatient Programming (IOP)** is held Monday, Wednesday and Friday 12:30 p.m. to 3:30 p.m.

Both Adult PHP and IOP start with Goal Planning group and continues with a clinical group before ending with a Review of the Day. Individual and/or family therapy can be scheduled during program hours at a time that is convenient for you and your family/significant other. We ask that you make your arrangements through your therapist.

Virtual **Adolescent Intensive Outpatient Programming (AIOP)** is held Monday, Tuesday and Thursday from 4 p.m. to 7 p.m. AIOP starts with a Focus Group and continues with two clinical groups.

## **Program Attendance**

### **Adult Partial Hospitalization & Intensive Outpatient**

You are expected to attend all meetings and groups on any day you are here unless an exception has been made through the treatment planning process. When you are admitted to the program we commit our time and resources to your care. We expect in return that you will make a similar commitment to the program. All planned absences should be discussed and approved by your therapist at least 24 hours in advance. We also expect that you will notify the program by 9:00 a.m. for PHP or 12 p.m. for IOP on any day that you are unable to attend due to sickness or other emergency. **Adult PHP / IOP Call Out Line: (518) 584 – 8514**

**Please note:** If you have not called in to the program by 10:00 a.m. for PHP or 1:15 p.m. for IOP, program staff will call you to discuss the reason for your absence. If the staff is unable to reach you, a call will be placed to your emergency contact. If the program is unable to reach you or your emergency contact, a call may be placed to the police to request that they assist in locating you and assessing your safety and health status.

Additionally, if you miss three (3) consecutively scheduled program days or show a pattern of not attending the program in accordance with your treatment plan, and you do not have an acceptable reason for the absence, you may be discharged from the program. *Please call us when you can't attend; we will try to work with you to adjust your treatment schedule.*

### **Adolescent Intensive Outpatient Program**

Adolescents are expected to attend all programming from 4:00 p.m. to 7:00 p.m. We expect both adolescents and parent/guardian to make a commitment to treatment upon admission to the program. If adolescent does not log in by 4:30 p.m. staff will attempt to contact parent/guardian to assess safety and discuss reason for absence.

## **Confidentiality**

We take protecting your confidentiality very seriously. If you have questions/concerns about confidentiality, please be sure to ask a staff person. We will be happy to talk with you about it. The information shared by patients and their families is treated with respect and confidentiality. To ensure consistency of care, staff members do share information about patients with other members of the treatment team. This information is confidential and is not shared outside of the program without your signed release of information. We ask you to observe a similar level of confidentiality by not sharing other patient's information with anyone who was not in the setting in which you heard it. Confidentiality is important, but if you know something that could help prevent others from being physically or psychologically hurt, please inform a staff member. **No virtual group sessions are to be recorded.**

## **Patient Relationships**

Exclusive relationships between patients are discouraged as they distract those involved from the task of examining and working on their own treatment. We discourage patients from lending, selling or trading to each other as this can often lead to misunderstandings. Relationships between staff and patients are professional, not personal. It is the policy of the program that employees may not accept money or gifts from patients at anytime. We encourage patients to express their appreciation in words rather than gifts.

## **Program Feedback**

You are encouraged to bring up issues/concerns about the program during the goal planning meetings and/or review of the day group. We value your input and will make every effort to address your concerns. There is also a patient satisfaction survey we ask every patient to complete upon discharge. This is another opportunity to give feedback to us about your treatment experience.

## **Obtaining Your Medical Record**

You can request information from your medical record by speaking with your therapist while you are attending program. You will be asked to fill out a form indicating the information you want. This will then be reviewed and acted upon. If you need information following discharge, please contact our Medical Records Department at 518-584-3600.



## **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 or partial hospitalization programs 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, Psychiatrist or Psychiatric Nurse Practitioner or our patient accounts staff.

## *Tips for a Successful Virtual Appointment*

### **Logging On**

Program Link: <https://zoom.us/j/5185843600>. 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 x 3290 if you are not brought in within 5 minutes. Once you are brought into the virtual platform, a staff will welcome you and move you into the group or session.

If you have the Zoom Application, the meeting ID for the program is **518 584 3600**

Please log into your group or individual session at least 15 minutes prior. Staff has 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. We appreciate your patience and will work hard to ensure you get the maximum benefit from our tele-mental health services.

### **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.
- 2) **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
- 3) Ensure you are **alone** and in a **private** and secure location. Make sure you are free from interruptions. Arrange for childcare if necessary.
- 4) Maintain **confidentiality** of yourself and others. Utilizing headphones can prevent others from hearing the content of group sessions.
- 5) Upon entering a 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 session will be facilitated
- 6) Log into your session **at least 15 minutes** prior to the start of your virtual session. If you have any technical issues, please contact us for assistance. A conference call line is available if you are unable to connect to the virtual platform: **(929) 205 – 6099**
- 7) Maintain appropriate dress and behavior during virtual session. Do not smoke or drink alcohol. Wear appropriate clothing.

### **Help**

Feel free to contact us and we will help you troubleshoot: 518 - 584 - 3600, ext. 3290.



# *Patient Rights and Responsibilities*

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

## 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:

**Moira Morrissey, Esq.**  
Chief Executive Officer  
Four Winds Hospitals  
1-800-528-6624 or 1-914-763-8151, ext. 2326

**Inge Haensch- McKie, RN**  
Senior Director of Quality  
and Performance Improvement  
Four Winds Hospitals  
1-800-528-6624 or 1-914-763-8151, ext. 2597

**The Joint Commission**  
One Renaissance Boulevard  
Oak Brook Terrace, IL 60181  
1-800-994-6610  
[www.jointcommission.org](http://www.jointcommission.org)

**New York State Office of Mental Health**  
44 Holland Avenue, Albany, NY 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, NY 12054  
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, NY 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, NY 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, NY 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, NY 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.



## *What Patients & Family Members Can Do To Stay on Top of 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.