



# INPATIENT GUIDE

## FOR PATIENTS AND FAMILIES



**800 Cross River Road**  
**Katonah, New York 10536**  
**914-763-8151 • 800-528-6624**  
**[www.fourwindshospital.com](http://www.fourwindshospital.com)**



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## Inpatient Treatment Guide

### The Child & Adolescent Service

The Child and Adolescent inpatient programs offer acute care in a therapeutic, supportive and structured homelike setting. The Child Service provides care for children ages 10-12 on one of four units. The Adolescent Service provides care on one of three units for teens from 13-17. A child or adolescent is admitted to a specific unit based on careful consideration of several factors including age, current level of functioning and presenting symptoms.

### Adult Inpatient Service

The Adult inpatient program offers acute comprehensive care and evaluation services to adults 18 and older. Treatment is provided in a therapeutic, supportive and structured home-like setting. There is also a co-occurring disorder treatment track focusing on psychiatric illness co-occurring with substance abuse or dependency. 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](http://www.fourwindshospital.com).

### Who will be involved in my treatment?

Your treatment will be provided by a treatment team, who are a group of professionals and paraprofessionals that includes psychiatrists, psychiatric nurse practitioners, registered nurses, social workers, mental health workers, and recreational 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 my family's role in my treatment?

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

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

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 make-up.

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

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 can not 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-not sure adult unit.

### **What types of food may I have brought from home?**

Although all 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 your family member's therapist to see if there are any food restrictions of which you may not be aware.

### **May I have visitors?**

All approved visitors are welcome 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. For child and adolescent patients, visitors are limited to parents or legal guardians. No children are permitted as visitors. Visitors are welcome 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 may be made with the therapist or nurse manager. Thank you for 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 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 hold the same level of confidentiality as is required by our staff, and not disclose information, stories or names to anyone outside of the hospital.

### **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' stations. These cameras are solely used for monitoring and safety purposes.

## **Will I go to school?/What is the Learning Center?**

Each child and adolescent attends school every day, during the school year, as part of their daily program. The Learning Center is an on-site school staffed with masters-level and special education teachers. 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 continuum.

## **What are my rights and responsibilities as a patient at Four Winds Hospital?**

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 Hospital 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.
- Be free from physical pain.
- Request information regarding their medical record from their therapist and to 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).
- 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.
- 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.

# Managed Mental Health Care

## What You Need To Know

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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. This fact sheet is intended to provide you with important information to guide you more smoothly through the process.

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.

## Helpful Resources

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### **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](http://nami.org/basics)



# 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. If you would rather put your comments in writing, there is a "suggestion box" on each unit. Alternate contacts include:

**Moira Morrissey, Esq.**  
**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. 2326

**Inge Haensch- McKie RN,**  
**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**

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.

## Admissions

Referrals are accepted by calling: 1-800-528-6624

Four Winds accepts:

- Third Party Insurance
- Empire Blue Cross/Blue Shield
- New York State Medicaid
- Managed Medicaid
- Medicare

# 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.

800 Cross River Road, Katonah, New York 10536

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

**Kisco Cab: 1-914-666-6000**



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## Bus Transportation Temporarily Cancelled Until Further Notice

By Service Bus Co.  
 for Families going to Four Winds from the Bronx  
**Bronx Schedule**

WEDNESDAY	SUNDAY
<i>Stop 1</i> 12:30-12:35 pm Mount Vernon, 1st and 11th Ave. (By laundromat)	<i>Stop 1</i> 10:50-10:55 am Mount Vernon, 1st and 11th Ave. (By laundromat)
<i>Stop 2</i> 12:50-12:55 pm Yonkers Ave. and Central Park Ave. (Southbound side)	<i>Stop 2</i> 11:05-11:10 am Yonkers Ave. and Central Park Rd. (Southbound side)
<i>Stop 3</i> 1:05-1:15 pm Woodlawn Train Station (Corner Bainbridge & Jerome)	<i>Stop 3</i> 11:25-11:35 am Woodlawn Train Station (Corner Bainbridge & Jerome)
<i>Stop 4</i> 1:18-1:25 pm D Train at E. 206 St. & Bainbridge	<i>Stop 4</i> 11:40-11:50 am D Train at E. 206 St. & Bainbridge
<i>Stop 5</i> 1:30-1:40 pm Pelham Pkwy. Service Rd. and White Plains Rd/Bank of America #5 & 2 train	<i>Stop 5</i> 12:10-12:20 pm Pelham Pkwy. Service Rd. and White Plains Rd/Bank of America #5 & 2 train
<i>Stop 6</i> 2:00-2:10 pm Westchester Ave. and Middletown Rd. for #6 train	<i>Stop 6</i> 12:40-12:50 pm Westchester Ave. and Middletown Rd. for #6 train
<i>Stop 7</i> 2:30-2:40 pm White Plains multiple bus station (on the sidewalk side- Ferris & Waters St. at the Bee Line bus stop)	<i>Stop 7</i> 1:25-1:35 pm White Plains multiple bus station (on the sidewalk side- Ferris & Waters St. across from Infiniti Dealership)
<b>Arrive at Four Winds Hospital</b> 3:15 pm	<b>Arrive at Four Winds Hospital</b> 2:00 pm
<b>Departure</b> From Four Winds (Activities' Parking Lot) Bus Loading 5:00 pm Bus Leaving 5:15 pm	<b>Departure</b> From Four Winds (Activities' Parking Lot) Bus Loading 3:15 pm Bus Leaving 3:30 pm

**Service Bus Co. (dispatcher) 1-914-476-1000 • 1-914-423-3200**