



OUTPATIENT GUIDE FOR PATIENTS AND FAMILIES



800 Cross River Road
Katonah, New York 10536
914-763-8151 • 800-528-6624
www.fourwindshospital.com



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The Child & Adolescent Service

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

The Adult Service

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

Who will be involved in my treatment?

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

What is my family's role in my treatment?

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

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

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

Participants should however:

- Wear comfortable, casual clothing that is socially appropriate. Temperatures in group room can vary, so dressing in layers is encouraged. Keep current weather conditions in mind.
- Bring daily treatment materials that will be provided to participants during the treatment day.
- Adults may bring a small amount of cash to buy snacks at the hospital dining room during lunch.

Is food provided during the day?

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

What should I leave at home during my treatment?

Please do not bring large sums of cash, jewelry, electronic equipment, CDs, valuables, weapons of any kind, matches, lighters, cigarettes, vaping devices, drugs, belts, scarves, mirrors, scissors, pocket knives, media

disks, regular pencils, pens, Sharpies, markers, and any gang-identifying clothing or jewelry (i.e., bandannas). For reasons of confidentiality, personal cameras, and other photographic-type equipment may not be brought to the hospital.

Will I go to school? What is the Learning Center?

Children and adolescents in the Partial Program attend school from Monday through Friday, during the school year at the Four Winds Learning Center, an on-site school staffed with master's level and special education teachers. The education team works closely with the home school district to make sure that each student gets credit for the schoolwork that is completed. The Learning Center has individualized or small group instruction and is conducted in self-contained classrooms. With written permission, regular contact with the in-home teacher, the home district teacher, guidance counselor and school administrators ensures educational continuum. At the time of discharge, the Learning Center instructor will prepare a final written report notifying the home school district of all pertinent information regarding the student, including recommendations for continued successful learning.

Safety & Security

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

May I smoke on hospital grounds?

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

Are there drug screening procedures?

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

What is the policy on cell phones?

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

What about transportation?

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

What if I am absent?

Daily attendance is mandatory for participation in the program. If you are unable to attend on a scheduled program day, please call 1-800-528-6624, ext. 2200 to advise the staff that you will not be attending that day. Provide a reason for your absence and leave a phone number where you can be reached. If you have not called in after the program begins, we will call you. Parents should call the program on behalf of their child. If you are receiving Four Winds transportation, please call transportation by 6:30 am to cancel. If a patient is absent unexpectedly and does not respond to phone calls from program staff, the local police may be contacted to conduct a wellness visit to ensure patients safety.

Inclement Weather

In the event of bad weather, please call the hospital at 1-800-528-6624 ext. 0 for the operator to access information regarding program closing or delayed openings. You may also access information regarding program closings or delays by listening to WHUD 100.7 or accessing their website at WHUD.com and clicking on “storm center”.

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

What about an emergency?

If you are experiencing a psychiatric emergency you should call 911 or go to the nearest emergency room. If you need to reach us outside of the regularly scheduled program hours, please call the Four Winds switchboard at 1-800-528-6624 or 1-914-763-8151 and ask the operator to refer you to the nursing supervisor. Leave your name and a number at which you can be reached.

Will anyone find out that I am here?

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

What if I need to take medication during program hours?

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

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.

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.
- Request information regarding their medical record from their therapist and be kept completely informed regarding their care and treatment.
- Participate in their treatment and discharge plan to the extent that they are able to do so (or to give consent to allow another individual, usually a relative or close friend, to act as his or her legally authorized representative when such action is indicated).
- Follow hospital rules and regulations affecting patient care and conduct, and follow and comply with the treatment plan recommended by the treatment team responsible for his/her care.

Are service animals permitted on hospital grounds with visitors?

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

Managed Mental Health Care What You Need To Know

Four Winds 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 or partial hospitalization program is “medically necessary” at the time it occurs. This process is called precertification.

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

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

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

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

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.

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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