

BEHAVIORAL HEALTH SERVICES
Patient Guide

Our Mission

To improve the quality of life of the people in the communities we serve through health care and education.

Our Vision

Kettering Health Network will be recognized as the leader in transforming the health care experience.

Our Values

Trustworthy

Innovative

Caring

Competent

Collaborative



Welcome

Your Health Is Our Sacred Calling

Thank you for the opportunity to care for you.

At Kettering Health Network, we understand no one gets up in the morning and says, “I sure hope I end up in the hospital today!” Because being in the hospital can be a frightening time of uncertainty and anxiety, you need care that is safe and expertly skilled. You also want your care to be delivered by caregivers and clinicians who are deeply compassionate and see you as a person—not as a series of tasks or routines.

Our family of caregivers sees our work as sacred. To us, caring for you isn’t just a job—it’s a calling. We believe everything we say and do matters because every life matters. We hire people who not only have the highest skill levels, but who have hearts for service and excellence, with the most dedicated leaders, staff, and physicians in health care.

Our goal is to partner with you in your care, listen to what matters most to you, keep you informed, and stand by you in times of fear or uncertainty. We care for you and your family as if you are part of our own family.

We invite and welcome your feedback so we may continually improve our care. Please let us know how we can make your experience better. We’re here to care for you. During your time with us—and after—we will keep you in our thoughts and prayers.

Thank you for trusting Kettering Health Network with your care. We wish you every blessing.

Sincerely,

Fred Manchur
Chief Executive Officer
Kettering Health Network



Kettering Behavioral Medicine Center

Kettering Behavioral Medicine Center is a crisis stabilization facility, which means we provide short-term treatment and help you establish a safe plan after discharge. We will help you gain skills to cope with different life stressors and prepare you for ongoing treatment. We will schedule follow-up appointments and provide community resources for treatment outside the hospital.

Our facility offers a safe and comfortable living area that includes a semi-private bedroom with two beds and a bathroom with a shower. There is also a courtyard, cafeteria, gymnasium, and serenity room and other therapeutic areas. A daily schedule is posted of all the activities that you are invited to attend. You will have time to meet with your treatment team, attend group education, eat, visit with family, and rest.

At Kettering Health Network, we understand that your mental health can affect every part of your life, and that you have come to us at a difficult time. That is why we are committed to caring for your mind, body, and spirit. Our work is sacred and we are here to help you achieve the best outcome during your stay here.

We offer a variety of services and treatment options, and we will help find a plan that is right for you. To reach the best possible outcome, we believe you should have a voice in your treatment and care. During your stay, we encourage you to set goals, and our team will work with you to achieve them. Our team will also work with you to make sure you have a safe discharge plan. By working together, we can help you understand your challenges and provide the tools you'll need to be on the healing path to wellness.

For over 20 years, Kettering Behavioral Medicine Center has offered care with an emphasis on safety, quality, and patient experience. Located in a private setting, Kettering Behavioral Medicine Center offers confidential services.

Your Voice Matters

Please speak up and tell us if we can do more. In fact, after your stay, we may reach out to you to find out how we did. Please be honest and take a few moments to tell us what you think. Your responses to the patient satisfaction survey will help us improve our services.

Our Services

Your Treatment Team

During your stay, you will have a support team assigned to you. Your team will be made up of a diverse group of professionals who will work with you to design a treatment plan that achieves your goals and gets the best outcome. This team includes psychiatrists, nurses, care coordinators, occupational therapists, and mental health technicians.

Support Systems

At the beginning of your stay, nurses will gather information about your previous experiences, preferred pharmacies, and physicians that you see in the community. A care coordinator will meet with you within the first 24 hours of your stay to help identify support systems and how to connect you to resources in the community. They will also start to develop a discharge plan with you. The psychiatrist will meet with you to develop a medication plan that addresses your needs.

Group Discussion

We have groups that will be scheduled throughout your day. Groups are a good place to gain understanding and learn new coping skills to better your self while in the hospital. Our trained staff will provide a variety of group topics such as communication, support systems, coping skills, relapse prevention among others that will help you succeed. We believe and have found group education is a great environment to learn and provide personal growth.

Alternative Therapy

Following our mission of treating the patient's mind, body, and spirit, we offer breathing and stretching groups, sessions to develop mindfulness skills, and aromatherapy. We also have group therapy specialists that provide information and education on coping skills. The occupational therapists will meet with you and gather information on your current situation. They will then work on establishing goals to help you achieve a more balanced life.

Spiritual Well-being

At Kettering Health Network, we believe God loves every person. As employees and physicians, we believe God works alongside us, helping bring hope and comfort to those in our care. He offers us the courage and strength to move forward, embarking on our journeys ahead.

When we are sick or injured, we experience feelings of fear, uncertainty, vulnerability, and helplessness. Illness or trauma can significantly change our lives and relationships. As challenging as this time may be for you, it can also be an opportunity to pause and reflect. You can participate in your own healing and positively impact your recovery by remembering what is most important to you and contemplating the spiritual aspects of your life.

Our specially trained hospital chaplains are available to listen and support your reflection on these and other considerations of importance to you. They also lead groups for spiritual encouragement and growth. Our prayer is that you will experience comfort, compassion, hope, and healing.



Our Services

Culinary and Nutrition Services

The culinary and nutrition team, consisting of a sous-chef, cooks, and registered dietitians, provides healthy cuisine in the cafeteria for our patients and Kettering Behavioral Medicine Center staff. Choices include: entrees available on the hot deck, sandwiches and wraps made to order at the deli station, and a salad bar. Providing nutritious and delicious food choices in a warm and inviting area is an important part of patient care.

Housekeeping

Kettering Health Network is committed to providing a clean and pleasant environment for patients, families, physicians, and staff. All patient rooms are cleaned once per day and in between every patient's stay.

Language Services

To ensure clear communication, we offer American Sign Language (ASL) services as well as interpreters for many languages via electronic delivery system. Please let your caregiver know if you need assistance.

Mail

A hospital volunteer will deliver mail and packages to you. Mail received after you leave the hospital will be forwarded to your home. You may take outgoing mail to the nursing station or give it to unit staff.

Pharmacy

Kettering Medical Center

Outpatient pharmacy hours:
Monday-Friday, 7 a.m.-5:30 p.m.

Southview Medical Center

Outpatient pharmacy hours:
Monday-Friday, 9 a.m.-5 p.m.
Saturday-Sunday, 9 a.m.-3 p.m.

Sycamore Medical Center

Outpatient pharmacy hours:
Monday-Thursday, 7 a.m.-6 p.m.
Friday, 7 a.m.-4 p.m.

For additional locations, please visit
ketteringhealth.org/locations/pharmacy

Safety Drills

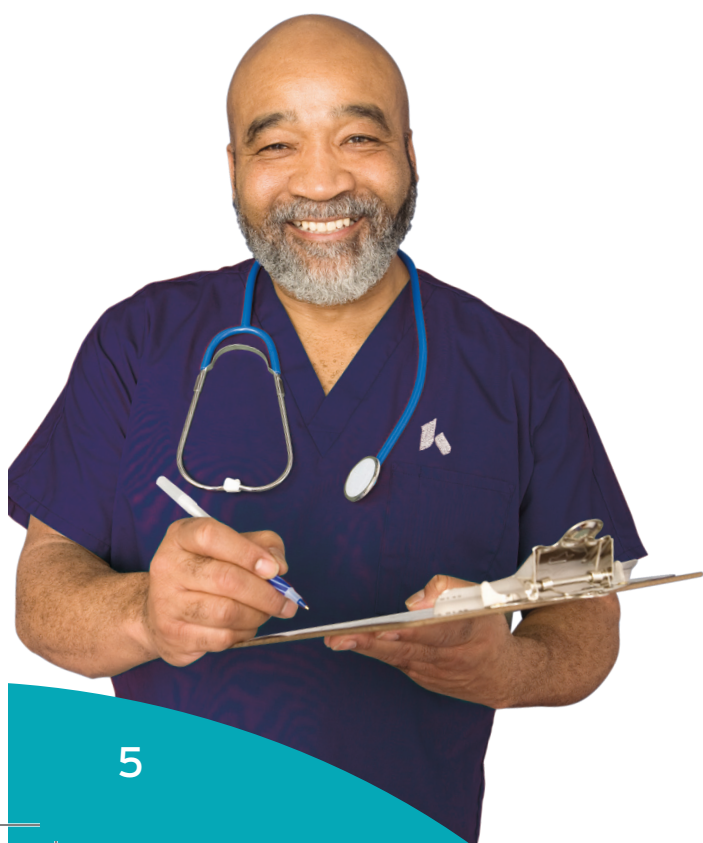
We conduct safety drills from time to time. If you hear an alarm or code, please stay where you are. In an actual emergency, hospital staff will assist you.

Security

The safety of our patients, visitors, employees, and volunteers is a top priority. If at any time you feel your safety is in jeopardy, please let a staff person know.

Smoking

Consistent with our mission to improve the quality of life in the community and to abide by State of Ohio law, all campuses of Kettering Health Network are tobacco, e-cigarette, and cigarette free. Please follow the policy and posted signs throughout the campus. We invite all patients to participate in our smoking cessation program. Including: nicotine replacement patch or gum, smoking cessation education and follow up care.



Guidelines for Your Stay

Clothing

Hospital attire is available, but we encourage you to wear your own clothing to make you feel more comfortable. Personal clothing on the unit must take everyone's physical and psychological safety into consideration. Our staff will help you decide if your clothes or shoes are safe to wear during your stay with us. Clothes with drawstrings, belts, or shoelaces are not allowed on the unit. We ask that shoes or slippers be worn to prevent falls. We also have nonslip socks available for you to wear.

Dining Room

Patients are invited and encouraged to go to the cafeteria for meals. You can select your own food choices that have been prepared by our sous-chef. Nursing and dietary staff can assist you with any diet modifications you may have. We ask that you not share food with other patients due to the possibility of allergies. Please wash your hands before meals. If you have leftover food, we ask that you have a staff member assist you in labeling the food before putting it in the refrigerator. The food will have an expiration date on it and will need to be removed from the refrigerator on that date.

The Behavioral Intensive Care Unit (BICU) will have tray meals delivered so that patients may eat in a calm environment.

Personal Belongings

To provide a safe and comfortable environment, personal belongings must be checked for safety. Personal items like shampoo, conditioner, feminine products, and toothbrushes are available to you. You may bring your own from home, and the staff will store these for your use. Valuable items will be sent to the Security Department for safekeeping or sent home.

For safety reasons, we cannot allow the following items on the units:

- Personal medication or equipment
- Plastic bags, balloons, ribbon, strings, or rope
- Videotapes, CDs, DVDs
- Aerosol cans or flammable products (perfume, cologne, hairspray, nail polish remover, etc.)
- Glass containers, mirrors, or breakable items
- Aluminum cans, metal eating utensils, breakable dishes
- Smoking or tobacco products (cigarettes, e-cigarettes, lighters, matches)
- Weapons
- Razors, scissors, nail clippers, or metal nail files
- Cameras, cell phones, computers, or other electronic devices
- Knitting materials, crochet needles, yarn, etc.
- Clothes hangers, large hard plastic objects, metal containers, etc.
- Long pencils or pens (Note: We do allow golf pencil-sized writing utensils or markers.)



Guidelines for Your Stay (continued)

Visiting Hours

We understand that support is a key factor in your recovery. We limit visitation to two at a time. Each unit has set visiting hours. These hours are limited due to our treatment schedule, allowing time for you to work on your treatment goals and attend individual and group sessions.

Each visitor will need to know your password in order to visit. This allows enough space for all patients to have visitors. Additional visitors can wait in the lobby and rotate in to see you. If your visitor has a conflict with the scheduled hours, please talk to your treatment team to arrange a time that will work for you and your visitor.

Visiting hours are listed below:

- Adult unit: 5:30-7:30 p.m.
- Behavioral Intensive Care unit: 6:15-7:30 p.m.

Co-Occurring unit: 6:15-7:30 p.m.

Please note: The treatment team may restrict visitation at any time for treatment reasons.

Phone Calls

During your stay, you will identify a password for incoming callers to reach you. If a person calls the unit, they will need this password for the staff to acknowledge that you are in our facility. If you wish for the staff to speak to this individual about your care, a release of information form must be filled out. There are phones available on your unit to use.

Student/Teaching Hospital

Kettering Health Network is committed to medical education by training current and future healthcare professionals. Many nursing schools, medical and therapy programs, educational facilities and research centers in the area complete clinical and educational requirements within our facilities. KBMC is no exception. We love having students learn through evidence based practice.



Safety

Check IDs

While you are here, many people will care for you (doctors, nurses, mental health technicians), and these same people will care for many patients. Because the safety of our patients is our top priority:

- Ask to see the ID of everyone who comes into your room so you know the name and job of the person caring for you. If you do not see an ID badge, contact your nurse immediately.
- Speak up if hospital staff do not check your ID. Any time staff enter your room to give you medicine, transport you, or perform procedures for treatments, they will ask you to state your name and birth date.

This may seem repetitive at times, but it helps ensure you receive the safest care possible.

You also can identify which medical professional is helping you by the color of his or her uniform:

Royal blue - Nursing

Eggplant - Therapy

Green - Mental health technician

Preventing Infections

You go to the hospital to get well, but at hospitals, you can also come in contact with germs that increase risk for infection. Lower your risk by following these simple precautions:

1. **Speak up.** Talk to your doctor about all questions or worries you have. They can help explain your care and ease any fears you might have.
2. **Keep hands clean.** Be sure you are keeping your hands clean, and make sure everyone washes their hands before touching you. Don't be afraid to remind others.
3. **Cover your nose and mouth.** Always sneeze and cough into a tissue and throw it away immediately to prevent spreading germs to others. You may need to take further precautions, like wearing a surgical mask, so ask staff if there are any extra steps you need to take.
4. **Learn your medication.** Make sure you understand what you're being prescribed and why. Ask for specific direction about how and when to take your medicine, and find out if there any side effects to be aware of.
5. **Know the signs and symptoms of infection.** Some skin infections appear as redness, pain, or drainage at any IV catheter site or surgery site. Often these symptoms come with a fever. Tell your doctor if you have any of these symptoms.
6. **Protect yourself.** Get vaccinated against flu and other infections to avoid complications.

Source: cdc.gov



Safety (continued)

Clean Hands Tips

- Wet your hands with clean, running water.
- Apply soap and lather by rubbing hands together.
*Focus on backs of hands, between fingers and under nails.
- Scrub for at least 20 seconds (about the time it takes you to sing "Happy Birthday").
- Rinse your hands well under clean, running water.
- Dry your hands using a clean towel or disposable paper towel.
- Repeat as necessary.

Prevent Falls

Regardless of age or physical fitness, it's important to avoid falls, as they could create further complications. To decrease your risk:

- Don't go barefoot—wear socks or shoes with grips on the bottom.
- Walk slowly and purposefully, keeping your hands free for balance.
- Keep clutter to a minimum and make sure you have clear walkways. Keep objects off the floor so that you won't trip over them.
- Make sure you can easily reach often-used items (glasses, tissues, water, etc.).
- If you're moving in or out of a wheelchair, make sure it's in the locked position. Don't step on the footrest.
- Before you get up from bed, sit and dangle your feet for a minute, then stand.
- Please notify a care team member if you feel dizzy or weak.

Restraint Safety Patient and Family Guide

Kettering Health Network seeks to promote an environment that is conducive to the maintenance of patients' rights while protecting patient safety and preserving the dignity and well-being of patients and others. We create an environment that minimizes circumstances that give rise to the use of restraint or seclusion and maximizes safety when they are used. We respect the inherent dignity and worth of every individual and support the rights of our patients to be free from restraint or seclusion of any form. We also support the use of minimally restrictive restraints or seclusion when all other means have failed to protect patient safety.

However, due to an illness, injury, or aging, patients may become confused, upset, or agitated. Confusion can cause falls, safety risks, or an increase in agitation. This activity can be unsafe for the patient or others, and restraints may be the only safe course of action.

In most cases, family and staff can find other ways to calm and reassure the patient. These are described in this handout.

Please tell a nurse if you or your family members have any questions about safety.

What will the staff do to reduce the need for restraints?

- Modify the plan of care based on the patient's behavior and individualized safety needs.
- Check to see if any medication is causing problems.
- Change the patient's position for comfort.
- Assist in frequent visits to the bathroom.
- Offer something to drink and to eat.
- Remind the patient where they are.
- Provide a quiet area.
- Talk with the patient.
- Explain what is happening.
- Provide ambulatory devices.
- Encourage patient to attend programming activities that are available on the units.

What can the family do?

- Talk to the patient in a calm, quiet manner.
- Bring familiar objects from home such as pictures. Include necessities such as hearing aids, glasses, and dentures.
- Read to the patient.
- Involve the patient in an activity.
- Arrange for family, friends, or church members to sit with the patient. This could be arranged around the clock if needed.

What does the patient need to do to have restraints removed?

- Be calm, more relaxed, and able to cooperate.
- Be able to follow safety directions.
- Leave lines, tubes, and dressing alone.
- Reduce the behavior that initiated restraints.

Patient Rights and Responsibilities

Ohio Department of Mental Health Patient Rights, Participation, and Education

Each patient shall have the following rights:

1. **Each person who accesses mental health services is informed of these rights:**
 - a) The right to be informed within twenty-four hours of admission of the rights described in this rule, and to request a written copy of these rights;
 - b) The right to receive information in language and terms appropriate for the patient's understanding; and
 - c) The right to request to speak to a financial counselor.
2. **Services are appropriate and respectful of personal liberty:**
 - a) The right to be treated in a safe treatment environment, with respect for personal dignity, autonomy and privacy, in accordance with existing federal, state and local laws and regulations;
 - b) The right to receive humane services;
 - c) The right to participate in any appropriate and available service that is consistent with an individual service/treatment plan, regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation;
 - d) The right to reasonable assistance, in the least restrictive setting; and
 - e) The right to reasonable protection from physical or emotional abuse or harassment.
3. **Development of service/treatment plans:**
 - a) The right to a current individualized service/treatment plan (ISP/ITP) that addresses the needs and responsibilities of an individual that specifies the provision of appropriate and adequate services, as available, either directly or by referral; and
 - b) The right to actively participate in periodic ISP/ITP reviews with the staff including services necessary upon discharge.
4. **Declining or consenting to services:**
 - a) The right to give full informed consent to services prior to commencement and the right to decline services absent an emergency.
5. **Restraint or seclusion:**
 - a) The right to be free from restraint or seclusion unless there is imminent risk of physical harm to self or others.
6. **Privacy:**
 - a) The right to reasonable privacy and freedom from excessive intrusion by visitors, guests and non-hospital surveyors, contractors, construction crews or others; and
 - b) The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, televisions, movies, or photographs, or other audio and visual recording technology. This right does not prohibit a hospital from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include patient bedrooms and bathrooms.
7. **Confidentiality:**
 - a) The right to confidentiality unless a release or exchange of information is authorized and the right to request to restrict treatment information being shared; and
 - b) The right to be informed of the circumstances under which the hospital is authorized or intends to release, or has released, confidential information without written consent for the purposes of continuity of care as permitted by division (A)(7) of section 5122.31 of the Revised Code.
8. **Grievances:**
 - a) The right to have the grievance procedure explained orally and in writing; the right to file a grievance with assistance if requested; and the right to have a grievance reviewed through the grievance process, including the right to appeal a decision.
9. **Non-discrimination:**
 - a) The right to receive services and participate in activities free of discrimination on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws.
10. **No reprisal for exercising rights:**

Patient Rights and Responsibilities (continued)

- a) The right to exercise rights without reprisal in any form including the ability to continue services with uncompromised access. No right extends so far as to supersede health and safety considerations.

11. Outside opinions:

- a) The right to have the opportunity to consult with independent specialists or legal counsel, at one's own expense.

12. No conflicts of interest:

- a) No inpatient psychiatric service provider employee may be a person's guardian or representative if the person is currently receiving services from said provider.

13. The right to have access to one's own psychiatric, medical, or other treatment records, unless access to particular identified items of information is specifically restricted for that individual patient for clear treatment reasons in the patient's treatment plan.

- a) If access is restricted, the treatment plan shall also include a goal to remove the restriction.

14. The right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for the consequences of that event.

15. The right to receive an explanation of the reasons for denial of service.

Each consumer residing in an inpatient psychiatric hospital has the following rights:

1. Each consumer of mental health services are informed of these rights:

- a) The right to receive humane services in a comfortable, welcoming, stable and supportive environment; and
- b) The right to retain personal property and possessions, including a reasonable sum of money, consistent with the person's health, safety, service/treatment plan and developmental age.

2. Development of service/treatment plans:

- a) The right to formulate advance directives, submit them to hospital staff, and rely on practitioners to follow them when within the parameters of the law.

3. Labor of patients:

- a) The right to not be compelled to perform labor which involves the operation, support, or maintenance of the hospital or for which the hospital is under contract with an outside organization. Privileges or release from the hospital shall not be conditional upon the performance of such labor.

4. Declining or consenting to services:

- a) The right to consent to or refuse the provision of any individual personal care activity and/or mental health services/treatment interventions; and
- b) The right, when on voluntary admission status, to decline medication, unless there is imminent risk of physical harm to self or others; or
- c) The right when hospitalized by order of a probate or criminal court to decline medication unless there is imminent risk of harm to self or others, or through an order by the committing court, except that involuntary medication is not permitted, unless there is imminent risk of harm to self or others, for persons admitted for a competency evaluation under division (G) (3) of section 2945.371 of the Revised Code or admitted for sanity evaluation under division (G)(4) of section 2945.371 of the Revised Code. The inpatient psychiatric service provider shall provide the opportunity for informed consent.

5. Privacy, dignity, free exercise of worship and social interaction:

- a) The right to enjoy freedom of thought, conscience, and religion; including religious worship within the hospital, and services or sacred texts that are within the reasonable capacity of the hospital to supply, provided that no patient shall be coerced into engaging in any religious activities.

6. Private conversation, and access to phone, mail, and visitors:

- a) The right to communicate freely with and be visited at reasonable times by private counsel or personnel of the legal rights service and, unless prior court restriction has been obtained, to communicate freely with and be visited at reasonable times by a personal physician or psychologist;

Patient Rights and Responsibilities (continued)

- b) The right to communicate freely with others, unless specifically restricted in the patient's service/treatment plan for reasons that advance the person's goals, including, without limitation, the following:
- (i) The right of an adult to reasonable privacy and freedom to meet with visitors, guests, or surveyors, and make and/or receive phone calls; or the right of a minor to meet with inspectors, and the right to communicate with family, guardian, custodian, friends, and significant others outside the hospital in accordance with the minor's individualized service/treatment plan;
 - (ii) The right to have reasonable access to telephones to make and receive confidential calls, including a reasonable number of free calls if unable to pay for them and assistance in calling if requested and needed. The right of a minor to make phone calls shall be in accordance with the minor's individualized service/treatment plan; and
 - (iii) The right to social interaction with members of either sex, subject to adequate supervision, unless such social interaction is specifically withheld under a patient's written treatment plan for clear treatment reasons.
- c) The right to have ready access to letter-writing materials, including a reasonable number of stamps without cost if unable to pay for them, and to mail and receive unopened correspondence and assistance in writing if requested and needed subject to the hospital's rules regarding contraband. The right of a minor to send or receive mail shall also be subject to directives from the parent or legal custodian when such directives do not conflict with federal postal regulations.

7. Notification to family or physician:

- a) The right to have a physician, family member, or representative of the person's choice notified promptly upon admission to a hospital.

Each inpatient psychiatric service provider shall provide a patient right advocate(s) to safeguard patient rights. The client rights specialist or designee(s) shall:

1. Be appropriately trained and knowledgeable in the fundamental human, civil, constitutional, and statutory rights of psychiatric patients including the role of the Ohio legal rights service;
2. Ensure that the patient, and as appropriate, the patient's family members, significant others, and the patient's legal guardian, are informed about patient rights, in understandable terms, upon admission, and throughout the hospital stay.
 - a) Treatment staff shall also work with patient to assist them in understanding and exercising patient rights. For any person who is involuntarily detained, the inpatient psychiatric service provider shall, immediately upon being taken into custody, inform the person orally and in writing of their rights described in division (C) of section 5122.05 of the Revised Code;
3. Be accessible in person during normal business hours, and during evenings, weekends, and holidays as needed for advocacy issues.
 - a) The name, title, location, hours of availability, and telephone number shall be available to the patient, the patient's legal guardian if any, and the patient's family and significant others, at all times;
4. Assist and support patients, their family members, and significant others in exercising their legal rights and representing themselves in resolving complaints.
 - a) This shall include providing copies of the inpatient psychiatric service provider's policies and procedures relevant to patient rights and grievances upon request, and assistance with the grievance procedure. This shall also include assistance in obtaining services of the Ohio legal rights service in accordance with sections 5123.60 to 5123.604 of the Revised Code, and assistance in obtaining access to or services of outside agencies or resources upon request;
5. Not be a member of the patient's treatment team and not have clinical management or care responsibility for the patient for whom he or she is acting as the patient rights advocate; and

Patient Rights and Responsibilities (continued)

6. Maintain a log available for department review of patient grievances, including all allegations of denial of patient rights as identified by patients, family members of patients, significant others or other persons.

Each inpatient psychiatric service provider shall ensure that its staff members are knowledgeable about patient rights and referral of patients to the patient rights advocate.

Each inpatient psychiatric service provider shall ensure that patients and families of patients participate in an advisory capacity related to programming and relevant policies and procedures.

Each inpatient psychiatric service provider shall ensure that patient and family education is an interdisciplinary and coordinated process, as appropriate to the patient's treatment plan, consistent with patient confidentiality and documented in the medical record. Education shall incorporate appropriate members of the treatment team, types of materials, methods of teaching, community educational resources, and special devices, interpreters, or other aids to meet specialized needs.

Each inpatient psychiatric service provider shall obtain the informed consent of a patient and/or when appropriate, a guardian, for all prescribed medications that have been ordered, except in an emergency, and for those medical interventions as referenced in and in accordance with section 5122.271 (A) of the Revised Code.

1. Each inpatient psychiatric service provider shall ensure that the patient and legal guardian, when legally appropriate, receive written and/or oral information in a language and format that may be standardized and that is understandable to the person receiving it.
 - a) Information shall include the anticipated benefits and side effects of the intervention, including the anticipated results of not receiving the intervention, and of alternatives to the intervention.
 - b) Persons served shall be given the opportunity to ask questions, seek additional information, and provide input before the intervention or medication is administered/dispensed.
 - c) Documentation shall be kept in the patient's medical record regarding the patient's

participation in this process, including the patient's response, objections, and decisions regarding the medication or medical intervention. Such documentation may be accomplished through a notation from an appropriate professional staff person, signature of the patient or guardian, or other mechanism.

2. For purposes of informed consent specific to medication, each psychiatric inpatient service provider shall ensure that the patient and parent or legal guardian when legally appropriate receives written and/or oral information from a physician, registered nurse or registered pharmacist.

Your Privacy Matters

Privacy and Health Information

You have privacy rights under a federal law that protects your health information. This law sets rules and limits on who can access your health information.

Who must follow this law?

- Most doctors, nurses, pharmacies, hospitals, nursing homes, and other health care providers and their vendors
- Health insurance companies, HMOs, and most employer group health plans
- Certain government programs that pay for health care, such as Medicare and Medicaid

What information is protected?

- Information put in your medical records
- Conversations your doctor has with nurses and others regarding your care
- Information about you in your health insurer's computer system
- Billing information
- Most other health information about you held by those who must follow this law

What rights do you have over your health information?

Providers and health insurers must comply with your right to:

- Ask to see and get a copy of your health records.
- Have corrections added to your health information.
- Receive a notice that tells you how your health information may be used and shared.
- Decide if you want to give your permission to share your information.

What are the rules and limits on who can see and receive your health information?

To make sure that your health information is protected in a way that doesn't interfere with your health care, your information can be used and shared:

- For your treatment and care coordination.
- To pay doctors and hospitals for your health care.
- With your family, friends, or others you identify who are involved with your health care, unless you object.
- To make sure doctors give good care and nursing homes are clean and safe.
- To protect the public's health, such as reporting when the flu is in your area.
- To make required reports to the police, such as reporting gunshot wounds.

Without your written permission, your provider cannot:

- Give your health information to your employer.
- Use or share your health information for marketing or advertising purposes.
- Share private notes about mental health counseling.

Source: U.S. Department of Health and Human Services Office for Civil Rights

Your Privacy Matters

Privacy and Health Information (continued)

Right to Complain

If you believe your rights are being denied, you can file a complaint with your provider, health insurer, or the U.S. government.

U.S. Health & Human Services, Office for Civil Rights

233 N. Michigan Ave., Suite 240
Chicago, IL 60601

Ohio Department of Mental Health and Addiction Services

30 E. Broad St., 8th floor
Columbus, OH 43215
1-877-275-6364

Disability Rights Ohio

200 Civic Center Dr., Suite 300
Columbus, OH 43215
1-800-282-9181

Kettering Health Network Office of Information Security and Privacy

3535 Southern Blvd.
Kettering, OH 45429

Kettering Health Network Privacy Officer

1-844-587-1658
privacy.officer@ketteringhealth.org

If you have concerns about the care you or your loved one is receiving, please speak with your doctor or nursing supervisor. If you feel that your issue isn't resolved, contact Patient Relations at (937) 395-8613 (Kettering Medical Center) or (937) 914-6119 (Sycamore Medical Center).

Patients also have the right to file a complaint with the Ohio Department of Health or other state agency, regardless of whether or not the patient decides to contact Kettering Health Network's Patient Relations department to share their concern or utilize the

grievance process. Patients may reach the Ohio Department of Health through their hotline at 1-800-342-0553 or at the following address:

Ohio Department of Health

ATTN: Complaint Unit/QA
246 N High St.
PO Box 118
Columbus, OH 43266-0118

Additionally, patients have the right to file a complaint with the Secretary of the U.S. Department of Health and Human Services, as well as with Centers for Medicare and Medicaid Services (CMS). The Secretary of the U.S. Department of Health and Human Services may be reached by calling 1-877-696-6775.

The mailing address is:

U.S. Department of Health and Human Services

200 Independence Ave., SW
Washington, DC 20201

CMS is available by calling (410) 786-3000 or writing to:

Centers for Medicare and Medicaid Services

7500 Security Blvd.
Baltimore, MD 21244-1850

If your concerns have not been addressed through the channels identified above, you may contact the facility's accrediting organization.

To contact the Healthcare Facilities Accreditation Program, please call (312) 202-8258.

After-hospital Care Resources

We provide intensive outpatient group therapy and outpatient individual therapy for adults. We also provide outpatient psychiatry evaluations and medication management for adults.

Adult Intensive Outpatient Program (IOP)

Intended for people 18 years or older who have a primary psychiatric diagnosis of a mood or anxiety disorder. This program is ideal for people just discharged from inpatient programs or, in some cases, as an alternative to inpatient treatment. Clients are capable of functioning independently, and most work or attend college when they are not attending the program. Clients are usually in the program for four to six weeks. Classes are held Mondays, Tuesdays, and Wednesdays from 1-4 p.m. or 5-8 p.m.

The group treatments help participants:

- Reduce fears, anxieties, and depression.
- Manage anger, guilt, and shame.
- Curb destructive impulses and behaviors.
- Express thoughts and feelings.
- Practice interpersonal effectiveness and communication skills.
- Build structure into their days.
- Manage medications through individual psychiatry sessions.

Kettering Behavioral Professional Group Outpatient Services

- Psychiatric evaluation
- Medication Management and follow-up
- Individual psychotherapy

Patients or providers may call (937) 534-4600 to schedule appointments. Referred patient information will be reviewed for availability and fit. If accepted, our office will contact the individual to schedule an appointment.

Understand Your Bill and Payments

General Payment Information

Hospital bills can be overwhelming, but understanding the process can help you feel more in control. When

you receive your bill, you'll likely see charges for any overnight stay, meals, or medicines, as well as any special services that were performed, like X-rays or lab work. Bills from different doctors or specialists will be sent to you separately.

Medicare

If you are using Medicare, be sure to fill out the Medicare Secondary Payer (MSP) form. This ensures that Medicare only pays for what is not being paid by additional insurance. Review what the doctor or hospital has charged, how much Medicare has paid, how much you owe, and your current deductible status by looking at your Medicare Summary Notices (MSN) each month.

Commercial Insurance

When you use commercial insurance, the hospital bills your insurance company directly, based on the information you provided at registration. After you leave the hospital, you'll receive an explanation of benefits summary from your insurance provider. These are not bills, but a summary that includes the amount billed by the hospital or doctor, what the insurance company will cover, and how much you still owe. If you have questions about this statement, contact your doctor or call the number listed on the statement.

Self-pay Arrangements

If you intend to pay your hospital bills without going through Medicare or a commercial insurance plan, you will receive your bill directly from the hospital. As soon as you receive your first bill, call our financial services at (937) 384-8788 to set up a payment plan. If you choose not to make payments on your hospital bills, the bill may be placed with a collection agency.

We're Here to Help

Kettering Health Network's Financial Assistance Policy ensures that all patients receive the best quality medical care available regardless of their financial situation. You may be eligible for a full or partial discount. If you need help paying your hospital bill or have questions about your bill, please contact us at (937) 384-8788 or visit ketteringhealth.org/financial. You can also ask your patient access or registration representative for more information.

Giving Forward

Generosity Heals

Kettering Medical Center Foundation

As the philanthropic arm of Kettering Medical Center, Sycamore Medical Center, Kettering Behavioral Medicine Center, and Kettering College, Kettering Medical Center Foundation supports key initiatives in growth of services and facilities for these campuses. The foundation's goal is always to align donor interest with capital or programmatic needs.

Charitable Gifts

Your tax-deductible gift can help improve the quality of life of future patients. Many of the special services and technology you experienced during your time here were provided for by other generous donors. You too can contribute to the community and help in the healing of others. Contact us at (937) 395-8607 to learn more.

Volunteering

Your very presence can even make a difference. Whether it's helping with someone's attitude, physical needs, spirituality, or their comfort, you can be the one to make that difference. We offer a broad range of volunteer opportunities at many different levels of commitment and ability. Visit ketteringhealth.org/volunteer to learn more and take your first step toward becoming a Kettering Health Network volunteer.

Recognize Your Caregiver

We hope you will take an opportunity to say thank you in a special way to the nurses, doctors, and health care professionals who made a difference to you or a loved one during your stay. To recognize an employee, visit ketteringhealth.org/stars or ask your caregiver for assistance. You can also nominate staff for The DAISY Award. To receive this nomination form, please ask your caregiver.

Goals

Date: _____

Personal goal for today:

Most **inspirational thing** that I learned today:

Something I **learned about myself** today:

A **positive affirmation** about myself:

Questions for my treatment team:

Date: _____

Personal goal for today:

Most **inspirational thing** that I learned today:

Something I **learned about myself** today:

A **positive affirmation** about myself:

Questions for my treatment team:

Goals

Date: _____

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