



# Turquoise Lodge Hospital



**PATIENT HANDBOOK**

# **Welcome to Turquoise Lodge Hospital!**

Our professional staff is dedicated to providing you with clinical support and education to help you develop a sober and healthy lifestyle free from mood altering chemicals. Your treatment team is here to help you, and we hope that your stay at Turquoise Lodge Hospital (TLH) will be a positive and rewarding experience.

## **TURQUOISE LODGE HOSPITAL MISSION STATEMENT**

We strive to provide the opportunity for those struggling with substance use to begin healing in a safe environment with compassion and kindness utilizing evidence-based practices, while supporting their transition to recovery programs throughout the greater New Mexico community.

## **NEW MEXICO DEPARTMENT OF HEALTH MISSION STATEMENT**

The mission of the New Mexico Department of Health (NMDOH) is to promote health and wellness, improve health outcomes, and assure safety net services for all people in New Mexico.

## **CONFIDENTIALITY POLICY**

Federal and state law protect information regarding your treatment at TLH. Your information will not be released unless you specifically authorize it by completing a valid release of information form (ROI). Other than information you specifically authorize for release, only information that is mandated by a valid court order or to report alleged abuse, neglect or exploitation can legally be released. TLH may also disclose your information in cases of medical emergency or to report crimes that occur on the premises or against staff. You will be asked to complete a valid authorization to allow staff to release or obtain information for you. You have the right to revoke an ROI at any time during or after your treatment stay.

## **PATIENT RIGHTS AND RESPONSIBILITIES**

### **PATIENT RIGHTS**

1. You will not be denied appropriate hospital care because of your race, ethnicity, creed, color, national origin, religion, culture, language, sex, sexual orientation, gender identity or expression, marital status, age, physical or mental disability, socioeconomic status, or source of payment;
2. You have the right to receive information in a manner in which you understand.
3. TLH will make reasonable efforts to accommodate your spiritual and religious needs.

4. You have the right to access protection and advocacy services.
5. You have the right to personal privacy and to receive care in a safe environment;
6. You will be treated with consideration, respect, and recognition of your individuality, including the need for privacy in treatment;
7. Your medical records, including all computerized medical information, shall be kept confidential in accordance with applicable federal, state, and local laws;
8. You, any person authorized by statute, or any person authorized by you in writing shall have access to your medical record within a reasonable time frame, but access to your psychiatric records may be limited by treating professionals when specific hospital policies specify requirements for limiting access;
9. You shall be entitled to know who has overall responsibility for your care;
10. You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to TLH;
11. You, any legally authorized person, or any person authorized by you in writing shall receive, from the appropriate person within the facility, information about your illness, course of treatment and prognosis for recovery in terms you can understand;
12. You, or your designated representative, where appropriate, shall have the opportunity to participate to the fullest extent possible in planning for your care and treatment;
13. You, or your designated representative, shall be given, at the time of admission, a copy of the patient's rights and responsibilities;
14. Except in emergencies, your consent, or the consent of your legally authorized representative, shall be obtained before treatment is administered;
15. You or your representative have the right to make informed decisions regarding your care. This includes being informed of your health status, involvement in care planning and treatment, and being able to request or refuse treatment;
16. You may refuse treatment to the extent permitted by law and shall be informed of the medical consequences of the refusal;
17. You, your legally authorized representative, or person granted the power to authorize medical treatment, shall be fully informed and give consent for your participation in any form of research or experimentation;
18. Except in emergencies, you may be transferred to another facility only with a full explanation of the reason for the transfer, provision for continuing care; and acceptance by the receiving institution;
19. You may examine and receive an explanation of your hospital bill regardless of source of payment, and may receive upon request, information relating to financial assistance available through the hospital;

20. You shall be informed in writing about the hospital's policies and procedures for initiation, review, and resolution of patient complaints, including the address where complaints may be filed with NMDOH;
21. You shall be allowed to designate who may be permitted to visit during the hospital stay in accordance with the hospital policy;
22. You have the right to be free from all forms of abuse or harassment;
23. You have the right to be free from neglect; exploitation; harassment; and verbal, mental, physical or sexual abuse. You have the right to be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff;
24. You have the right to formulate advance directives and to have TLH staff and practitioners who provide care comply with these directives.

## **PATIENT RESPONSIBILITIES**

1. It is your responsibility to comply with hospital rules, cooperate in your own treatment, provide a complete and accurate medical history, be respectful of other patients, staff and property, and provide required information concerning payment of charges.
2. It is your responsibility to notify a member of the treatment team if you do not understand information about your care and treatment.
3. It is your responsibility to report changes in your condition or symptoms, including pain, to a member of your treatment team.
4. It is your responsibility to act in a considerate and cooperative manner and to respect the rights and property of others.
5. It is your responsibility to follow the rules of TLH.
6. It is your responsibility to cooperate with staff instructions during all safety alarms/fire drill activations.
7. It is your responsibility to pay any health care bills incurred while a patient at TLH.

## **PATIENT FEEDBACK**

Patient satisfaction is of great concern to us. You may ask questions, offer suggestions or share concerns or complaints at any time throughout your stay. We welcome your feedback. Compliments or Concerns Stations are located in the Group Rooms on each patient unit. Drop the TLH Compliments or Concerns card in the box provided or give the card to any staff member. Cards are picked up and reviewed on regular business days (M-F).

If you have a complaint or formal grievance regarding your care, suspected abuse, neglect or patient harm, or questions related to hospital compliance with state or federal rules or regulations, please discuss your concern with a staff member. If your concern is not resolved, you have a right to have the hospital review it. You may request a complaint form or write your complaint on a compliment/concern card and place it in the Compliment or Concern station. You may write your complaint anonymously or identify yourself. You may request that staff assist you in writing your complaint, or you or your representative may make a

verbal complaint to a staff person. If you have identified yourself, you may be interviewed regarding your complaint, and you will be notified of status or determination in writing within 10 days of our receipt of your complaint.

In the case of suspected abuse, neglect, or exploitation, you may choose to contact the NMDOH Division of Health Improvement to make a report. You can write DHI, PO Box 26110 Santa Fe, NM 87505, or the toll-free number is 1-800- 752-8649. Appropriate state or local authorities will be contacted.

## **PATIENT SATISFACTION**

Prior to your discharge, please complete the Patient Satisfaction Survey that was provided in your admission packet. Soon you will be able to complete a satisfaction survey electronically in the hospital reception area – please ask staff if this service is available. We welcome your comments, as they assist us in improving our systems and improving the quality of care at TLH.

## **FACILITY RULES & PROGRAM INFORMATION**

### **PATIENT ROOMS**

You and your roommate are responsible for keeping your bedroom in order. You must clean up your bedroom by making your bed, removing all products from the shower, cleaning your sink, putting your clothes away, straightening up your nightstand and removing everything from the floor. If there are maintenance issues in your room, please notify a staff member.

- Use only the bed assigned to you.
- At no time are you to be in another person's room.
- Respect the privacy of others.
- You are not allowed to have food in your room.
- Staff will conduct random room searches to look for contraband.
- Staff conduct patient rounds 24 hours a day.
- Defacing of any hospital property is grounds for immediate discharge and you may be charged with destruction of property as allowed under the law.

### **MEDICATION/DRUGS**

- The use by patients, staff or visitors of non-physician prescribed drugs or alcohol on premises is **STRICTLY PROHIBITED**.
- If you are suspected of being under the influence of drugs not prescribed by TLH medical staff, you may be required to take a urine drug screen as ordered by the Medical staff. Positive results will be dealt with on an individual basis and may result in discharge.
- If you are found importing drugs, including medications, or alcohol into TLH for personal use or for distribution to other patients, this will be treated as a violation of rules, you will be discharged for this offense as it endangers others as well as yourself. Law enforcement may be notified as applicable.

- No medications will be administered unless prescribed or approved by our Medical staff.
- When you are given a medication by a nurse, you are expected to take it immediately. You are NEVER to give the medication to another patient or to save it for your own later use.

**PERSONAL BELONGINGS (including Money and Valuables)**

It is highly recommended that you leave all valuables, money, and sentimental items at home. All items on the approved personal belongings list will be inventoried and will be accessible to you during your treatment stay. Non-approved items will be locked in a secure area and returned to you upon discharge. We assume no liability for the loss or damage of items brought into TLH. Please do not bring in clothing items that may be temperature sensitive or at risk of color transfer, all clothing will be laundered upon admission. NOTE: Patient belongings left at TLH will be disposed of after 30 days.

If you are in need of additional items from the approved personal belongings list, drop-off times are:

Monday – Friday from 8:00 a.m. - 4:30 p.m.

Some personal hygiene products are stored and distributed by staff during hygiene times. These items are available upon request but are distributed only at the times posted. These items must be returned at the end of the posted hygiene times.

**No Smoking Policy**

The policy of the TLH, as a division of the Department of Health, committed to health promotion and disease prevention, is to be a tobacco free campus, E-cigarette and simulated smoking device free campus.

Nicotine replacement therapies, i.e. nicotine patch, nicotine lozenge, etc. may be prescribed by the patient’s physician. Only evidenced based nicotine replacement therapies will be used to treat nicotine dependence.

Patients/clients will be offered assistance with the physical and behavioral issues related to tobacco cessation at the time of admission or whenever they express a desire to become tobacco free. Smoking cessation therapies such as educational and group support modalities will be offered.

**TRANSPORTATION**

Patients should not bring personal vehicles to TLH and should arrange for their own transportation to and from TLH.

**DAILY SCHEDULE OF RECOVERY ORIENTED ACTIVITIES**

|                       |                    |
|-----------------------|--------------------|
| 6:00 a.m.             | Wake Up            |
| 8:00 a.m. - 8:30 p.m. | Classes and groups |
| 10:00 p.m.            | Bedtime            |

## **MEALS**

- You will be provided well-balanced meals at regular times during your stay.
- Nutritious snacks are available.
- A dietician is available as part of your treatment.

## **RECREATIONAL OPPORTUNITIES**

Many health benefits are associated with physical fitness. Recreational activities are an important part of your treatment. They may include activities such as walks, yoga, horseshoes, and other structured recreational activities available during your stay.

## **PASSES**

Passes are granted through careful consideration by the Treatment Team for issues involving medical care, coordination of continued services after discharge, or extenuating circumstances. Patients may be transported by qualified staff to necessary medical appointments. When returning from a pass, your belongings and person will be searched, and you may be required to provide a urine sample for a drug screen.

## **PEER EXPECTATIONS**

All TLH patients are members of our peer Community. Peer support can make a difference in your life and the lives of others. As you gain confidence in the recovery skills you are learning, encourage newer patients to choose a life free from alcohol and drugs. Our Community Unity philosophy encourages Interpersonal Safety, Emotional Safety, Safety of Environment, and Physical Safety.

## **HOURS OF OPERATION**

- Turquoise Lodge Hospital is an inpatient facility that is medically staffed for patient care twenty-four (24) hours per day seven (7) days per week.
- Our business hours are 8:00 a.m. to 5:00 p.m. Monday through Friday.
- Our Admissions Department is open 7:30 a.m. to 5:00 p.m. Monday through Friday.

## **MAIL**

- Patients may send and receive mail during their stay at TLH. Our address is 5400 Gibson Blvd SE, Box 13, Albuquerque, NM 87108.
- Staff will deliver mail. Mail is picked up Monday through Friday. No mail pickup on weekends or holidays.
- Staff will observe patients opening mail to check for contraband.
- Patients who send mail are to use a personal return address and not use TLH as a return address. Mail arriving for persons who are not current patients will be returned to the sender, not forwarded.

## **PHONE CALLS**

- Calls can be made only during scheduled times, which are posted next to the phones.
- Calls are limited to ten (10) minutes to allow access to others.
- Calls related to your treatment can be arranged with a member of the clinical staff.

## **LAUNDRY SERVICES**

- Washing machines and dryers are available for your use free of charge. Please be responsible for your own laundering and do not ask others to do your laundry for you.
- Scheduled laundry times are posted.

## **DISCHARGES**

### **ACHIEVEMENT OF OUTCOMES**

- The length of stay for the Medical Detox Program is one (1) to seven (7) days.
- The length of stay of the Social Rehab Program is up to thirty (30) days.
- TLH will work with you to problem solve and address treatment issues, including medical and psychological stability and completion of treatment goals.
- TLH will assist you with ongoing discharge planning during your stay.

Patients who become disruptive or interfere with the delivery of services and/or the therapeutic environment may be discharged from the program. The following behaviors may result in termination of treatment and immediate discharge, as well notification to law enforcement:

- Unresponsive to staff interventions
- Persistent and documented violations of TLH rules
- Physical attacks or violence against other patients or staff
- Threats of violence toward anyone
- Sexual harassment, threats or assaults of any type
- Intimate sexual contact with another patient or visitor
- Theft of goods or personal property, regardless of value
- Intentional endangerment of patients and/or staff
- Criminal activity or vandalism
- Selling or providing illegal drugs/substances or medications to anyone
- Possession of a firearm or any lethal weapon
- Gang activity
- Gambling and betting of any kind
- Interfering with another patient's treatment program
- Smoking in places where smoking is prohibited

## **ADVANCE DIRECTIVES**

An Advance Directive allows you to give instructions about your own health care and/or name someone else (an agent) to make health care decisions for you if you become unable to make them for yourself. You have the right to revoke (cancel) or replace an Advance Directive at any time. Please give copies of your Advance Directive to your health care providers and institutions, any health care agents you name, and your family and friends. If you have already signed a durable power of attorney for health care and/or a right-to-die statement (living will), these are still valid.