



# Patient Handbook



# Welcome

**T**hank you for choosing Pine Rest Christian Mental Health Services as the provider for your behavioral health services. Recognizing the need for help is an important first step in your journey to recovery. We understand that the decision for hospitalization is difficult, so we pledge to support you and to earn the trust that you have placed in us. We commit to providing a service that is a partnership with you and your support systems, and we encourage and expect your participation in your care.

Your impressions about how we provide care is important, and throughout your time with us, you'll have opportunities to share your thoughts and feedback. This booklet is designed to provide you with important information about your treatment. Please take a moment to read through it, and don't hesitate to reach out to any of our staff members if you have questions or need support during your stay. We are here to help!

## Mission

Pine Rest's Mission Statement: Pine Rest Christian Mental Health Services is called to express the healing ministry of Jesus Christ by providing behavioral health services with professional excellence, Christian integrity, and compassion.





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# Your Treatment Team

Our health care professionals will work with you to develop an individualized treatment plan to guide your care. Various members of our treatment team will be assigned to work with you on the road to wellness.

## Physicians

The doctor in charge of your treatment team is a psychiatrist. The psychiatrist will conduct your initial evaluation within 24 hours of your admission and meet with you daily. You will also be evaluated by a member of our medical staff who will take care of all of your medical needs. Other doctors may be asked to join the team to address other concerns that you may have. The doctor may also be working with a nurse practitioner or a physician's assistant.

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## Nursing Staff

The nursing staff includes Registered Nurses (RN), Licensed Practical Nurses (LPN) and Psychiatric Technicians (Psych Tech). An RN and a Psych Tech will be assigned to you each shift as your primary care providers. They will meet with you and discuss any physical or emotional concerns that you may be experiencing. The RN and Psych Tech will work as a team with you to assess and help meet your physical and emotional needs during your stay. If you need help with your hygiene or grooming needs, a nursing staff member will assist you.

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### **Clinical Social Worker/Therapist**

The Clinical Social Work staff members are trained in social work, counseling and psychology. They conduct assessments with each patient and help plan your discharge. They work with insurance companies and outside care providers to coordinate treatment for you. In addition, social workers provide group therapy on the units. They are also available to have meetings with your family or support system.

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### **Activity Therapy Clinicians**

The Activity Therapy Department is comprised of Recreational Therapists, Occupational Therapists, and Therapy Assistants. An Activity Therapy clinician may meet with you individually, and/or within a group setting, to explore your interests, needs, and goals for implementation into your treatment plan.

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### **Spiritual Care**

We recognize, in your path to wellness, the importance of your individual spiritual and religious beliefs, and will provide an environment that is supportive and accepting. You may request that a Chaplain visit you during your stay to address any spiritual needs you may have. Additionally, your own clergy may visit at any time.

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### Other Team Members

There are several other members of our team that you may meet during your stay. Dietary services, facilities maintenance, house-keeping, laboratory services, clinical pharmacy and security may also be on the unit at times. Additionally, we are an educational facility and you may see psychiatric residents and students from various disciplines.

### Notes:

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## Treatment Activities

Patients are expected to take an active role in their treatment by participating in group sessions. Televisions, telephones and radios are shut off during this time to allow you to focus on your treatment plan and programming. A daily activity schedule will be posted each day on the unit.

The following are examples of the types of group activities that are conducted:

### **Psychosocial Education**

Educational sessions are provided daily. These include groups that will help you better understand your illness, develop coping skills, lead a healthier lifestyle and understand your treatment and medications.

### **Activity Therapy**

Activity therapy groups focus on helping you to develop a healthy, balanced lifestyle. Groups include life skill education and discussion surrounding emotion regulation, stress management, leisure exploration, social skills, sensory awareness, exercise, amongst other topics.

### **Group Therapy**

Social work staff also lead group therapy on the unit which focuses on helping you put your thoughts and feelings into words, practice giving and receiving feedback, improving your coping skills and gaining support from others.

### **Family Or Support Person Involved In Treatment**

There are a number of ways for your support system to be involved in your treatment. With your permission, a session with you and your family or support persons can be arranged to discuss your treatment and discharge plan. Social workers will talk with family or support persons on the telephone if they are not available to come to the hospital, but you would like their involvement in your care.

# Medications

Your nurse will administer medications to you. Only medications ordered by the physician may be given. Over the counter medications must be ordered by your doctor. Your doctor may prescribe medication on an “as needed” (PRN) basis to help manage the symptoms of your illness. We ask that you report any side effects that you may experience to your physician or nurse immediately.

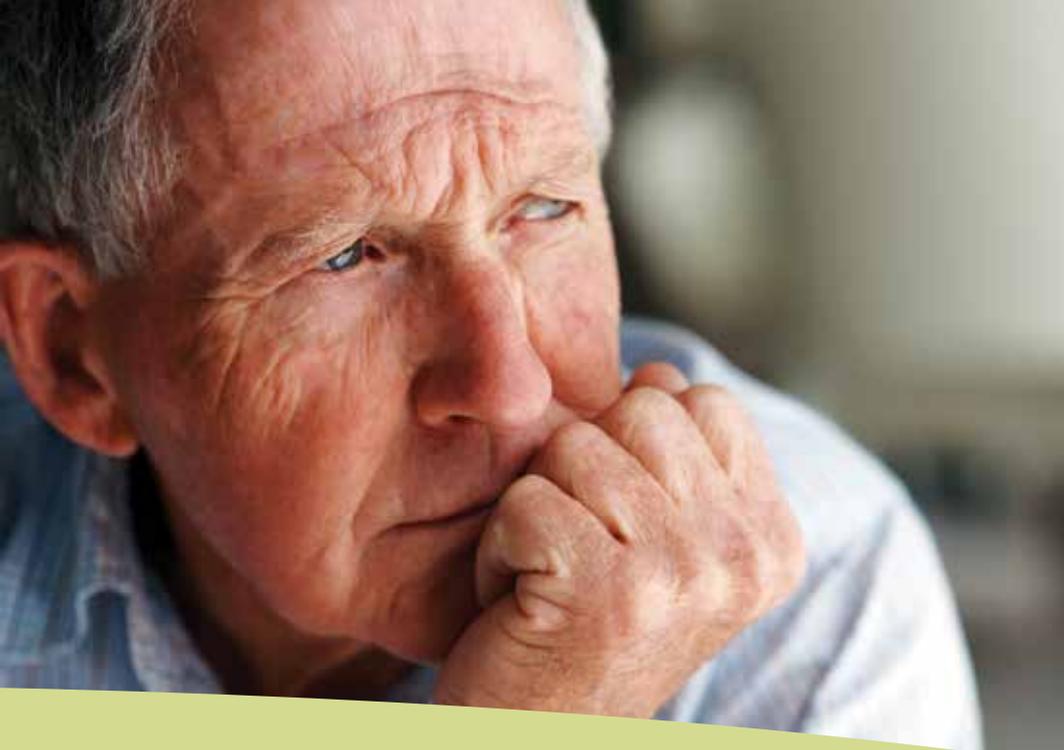
For your safety, we will use a scanner when we give you medications. Here is what will happen:

- The nurse will ask you to tell them your name and date of birth. This information will be compared with what’s entered in the computer.
- The nurse will scan a bar code on your wristband.
- The nurse will scan each medication you take.
- The computer will make sure you are getting the right medications at the right dose and at the right time.

You can help by keeping your wristband on and understanding that you will be asked your name and date of birth every time you get medication.

If you are currently taking any medications, supplements or vitamins, please let us know upon admission. We will need to know the name of all your medications, the strengths, how often you take them, who prescribed the medications, when you took your last dose and if you are taking them as prescribed for you. Medications that you or others bring to the hospital will be stored and returned upon discharge unless the doctor orders for you to have them while you are in the hospital. Your medications will be kept at the nursing station and given to you as ordered.

Your clinical pharmacist, physicians and nurses will provide you with education about your medications. They can also answer questions that you might have about them at any time.



## Pain Management

Pain is the feeling of hurt or discomfort. Pain can be physical, caused by disease, injury or infection. Pain also can be emotional caused by factors such as stress, anxiety, trauma or depression. During your hospital stay, your doctors and nurses will be involved in assessing your pain. Be sure to tell them when you have pain.

If you are on a pain management program, our medical doctors will coordinate with your prescribing physician to manage your pain. If you are on a current prescription for pain, the medical doctor will review it with you and determine how to involve your pain management need in your treatment plan while you are hospitalized.

When concerns of narcotic abuse are present, assessment, treatment and referral for continuing care may be a part of your discharge plan. Narcotic medication will not be prescribed for you at the time of discharge. You will need to follow up with your primary care physician for those medications.

# Daily Activities and Unit Policies

## Food

Approximate mealtimes are as follows:

Breakfast	8 - 9 a.m.
Lunch	Noon - 1 p.m.
Dinner	5 - 6 p.m.

Snacks are provided throughout the day at various times. Dieticians are on staff and special diets can be accommodated. Allowances for religious or cultural food needs can also be made. Please ask to speak with your psychiatrist, nurse or dietician regarding these needs.

## Visitation

Visitation may take place with only the people that you have identified as people allowed to visit you. You will be asked on admission to make a list of people who you would like to be able to visit, or you may choose not to have any visitors. Please inform the treatment team of your wishes. Your treatment team has the right to limit visitation if clinically necessary.

Children under the age of 14 are not allowed unless approved by the treatment team. All visitors will need to have picture identification and will be asked to sign in when they arrive. Due to space limitations, we ask that you limit your visitors to no more than two at a time. Visiting will only take place in designated areas on the units. Visitors are not allowed in patient rooms.

Staff will restrict items brought in by your visitors. We reserve the right to withhold any items that may be dangerous to you or to another patient. Please see list of contraband and restricted items. This list is not all inclusive and items may be restricted if deemed unsafe. Visitor handbags, purses, backpacks, coats and cell phones are not allowed on the unit. We provide lockers outside the units for them to secure their things, but it is preferred and safer if they keep them locked in their car.

## Visiting Hours

Visiting hours vary by unit. Please ask unit staff for the visiting hours.

## Belongings

Please keep in mind that patient storage space is limited, so we recommend only bringing three- or four-days' worth of personal items and clothing. To help ensure everything stays organized, please label all items with your name. For valuable items such as dentures, retainers, hearing aids or eyeglasses, be sure to store them in protective containers to keep them safe. Avoid wrapping them in tissue, as they could be mistakenly discarded.

Upon arrival, your belongings will be secured in a tote container and transported to the unit. Staff members will carefully inspect every item you bring in and all items that are brought in for you after your admission to ensure that they are safe for you and the others on the unit. Your belongings will be documented in a log which you or your representative will be asked to sign. Make sure all of your items are noted on the list so they may be returned to you. If your belongings are inspected, you have the right to be present. You will also be able to view any of your property that we store at reasonable times. At the time of discharge, be sure to collect all of your things. Unclaimed items will be kept for 30 days after your discharge date and then will be discarded if unclaimed. Illegal items will not be returned to you.

## Valuables

Please send any valuables home with a family member or friend. The hospital is not responsible for things that you choose to keep with you or in your room. This includes such items as money, jewelry, legal documents, cell phones, electronics, etc.

## Restricted Items

Any belonging or item that could be used to cause harm to self, others or creates a disruption to the therapeutic environment is restricted. These items will not remain in the possession of the patient but may be made available to patients on a limited basis and only under the supervision of staff. Other items may be restricted

from your use if clinically indicated and would be added to your treatment plan.

These items include but are not limited to:

- Make-up
- Non-alcohol based, non-aerosol hairspray.
- Fragrance products, such as body mist, perfume, or cologne, that do not contain any alcohol.
- Eye lash curlers.
- Nail clippers.
- Art supplies such as Paint Brushes, Glue and Glue Sticks
- Erasers
- Emory boards
- Blankets
- Stuffed Animals
- Musical Instruments
- Cell Phones
- Feminine products from home (Pine Rest will supply)
- Personal care products

### **Contraband Items**

Safety is a priority, therefore, any belonging or item that could be used improperly to cause harm or with the intent to cause harm to self or others, is illegal, or may cause disruption to the therapeutic environment is considered contraband. For safety reasons these items are prohibited and not allowed on the unit at any time.

These items include but are not limited to:

- Leggings, hosiery, tights
- Clothing with hoods, i.e. hoodies
- Aerosol cans/bottles.
- Alcoholic beverages, including alcohol-based mouth washes and pump non-aerosol hairspray with alcohol bases.
- Products with alcohol as the first three ingredients.
- Any weapons used to cause bodily harm/injury
- Bar soaps
- Glass, or any product with glass in it; except eye glasses or other products needed for visibility purposes.

- Plastic items that can be used to suffocate
- Batteries: Unless used for a medical device and with doctor's order
- Hangers
- Street drugs and paraphernalia of any kind
- Tobacco or nicotine products or paraphernalia of any kind
- Firearms or explosives.
- Lighters or matches.
- Metal containers, tools, etc
- Picture frames
- Masks not for medical use
- Journals with string or spiral binding
- Plant add-ons such as stakes, wires, etc.
- Pins or Needles of any kind, i.e. knitting, sewing, crochet
- Ropes, chains, cords, belts, ribbons.
- Ribbons & cords used in clothing/pant size adjusters or as necklaces.
- Balloons/strings
- Crutches or canes
- Acetone / Nail polish remover

For safety purposes, the following items are not allowed to be brought from home:

- Any item with a power cord.
- Nail clippers, Razors / razor blades, toothpicks
- Mouthwash (with or without alcohol base)
- Hair-clips, bobby pins (metal or plastic)
- Makeup pencil sharpener
- Bags, towels or washcloths
- Tie, knitted or crocheted blankets/items
- Items that have been previously opened/used.
- Personal items: purse, keys, bags, laptop, tablet
- Electronics, from home, for entertainment purposes, including but not limited to:
  - CDs, Blue Ray, cameras, headsets, MP3 or other music player
  - Electric razors
  - Items with cords that are not used for medical purposes
  - Items with accessible battery, not including cell phones

## Your Living Area

You will be expected to maintain your own living environment while you are here, such as keeping your room picked up. Staff will do your laundry for you in machines provided on each unit at no cost to you. All linens will be provided for you. Please do not bring linens from home. Dispose of waste materials properly and put linens in the soiled linen receptacle. It is important to be considerate of your roommate and other's space. Patients are not allowed to visit in each other's room.

## Fall Safety

It is our goal to work together to maintain the highest level of safety to prevent falls from occurring. Being in a strange environment may make patients more likely to fall. Also, several medications can make people feel dizzy, tired, confused or lethargic. Please alert staff if you feel that you need help moving around. It is important to ask for help if needed. Alert staff if you have a history of falling, a seizure disorder, vision or hearing problems, if you use an assistive device to move around, or have difficulty remembering where you are at times.

There are several things that you can do to prevent falls.

- You may feel weak or dizzy after lying down for a long period of time. You should sit on the side of the bed for a few minutes before standing, and then stand for a minute before walking. Walk slowly and carefully.
- Do not lean on equipment or items with wheels.
- Footwear is important. The nurse will inspect your footwear to ensure that it is safe or provide you with non-skid footwear to wear.
- If you require help, ask staff.
- It is important to tell someone if you see a spill to prevent others from slipping.

## Close Observation

Our ultimate goal is to provide you with an environment that facilitates your safety in the least restrictive manner. Every patient on the unit is closely observed to ensure safety. We monitor your



whereabouts and well-being 24 hours a day. We strive to do this with a minimal amount of disruption to your activities and with respect for your privacy. Please notify a staff member if at any time you are feeling unsafe for any reason.

### Hygiene/Grooming

Good hygiene and grooming are very important to your overall sense of well-being. Patients are encouraged to shower daily and wear clean clothes. Appropriate casual clothing is to be worn at all times. For safety reasons, leggings and shirts with hoods are not allowed. Personal care items are available on request. Towels and linens are provided.

### Mail

Mail is sent out and received every day that the U.S. Postal Service is open. Envelopes, paper and postage are provided by the hospital for outgoing mail. For your safety, staff reserves the right to inspect any package that you receive. If staff members have reasonable cause to suspect that your mail contains prohibited items, you may be asked to open your mail in the staff's presence.

## Telephone

Unit telephones are available for your use to make local phone calls. Dial “9” to access an outside line. Times during which the phone may be used are posted on each unit. Please limit your calls to 10 minutes and be courteous when answering the phone. Speak with your treatment team if arrangements need to be made for long-distance calls.

## Pine Rest Patient Phone Numbers:

### Adult Oak Unit:

Women 616.222.4537

Men 616.222.4532

### Adult Elm Unit:

Women 616.222.4549

Men 616.222.4561

### Adult Hickory Unit:

Women 616.222.4523

Men 616.222.4581

### Adult Redwood Unit:

616.258.7581

616.258.7497

616.222.6523

### Adult Aspen Unit:

616.222.4597

616.222.4598

### Child and Adolescent Unit:

616.281.6360 and 800.567.0463

### Cypress Unit A:

616.281.6342 and 616.281.6343

### Cypress Unit B:

616.281.6345 and 616.281.6346

### Older Adult Unit:

616.258.7538 and 616.258.7539

## Smoking

Pine Rest is a tobacco free environment, both indoors and outdoors. This applies to all patients, visitors and staff. All tobacco products, matches, and lighters are prohibited. If you have them with you on admission, they will be stored with your belongings and returned to you at discharge. You may request nicotine patches or gum while you are in the hospital to ease any discomfort of withdrawal. If you wish to quit smoking, please ask a member of the staff for information on smoking cessation.



### Confidentiality

Your treatment here is kept confidential. However, the treatment team members share information with one another to coordinate your care. Copies of your medical records will not be provided without your approval unless for continuation of care purposes. We will not acknowledge that you are here to telephone callers. If you want the treatment team to be able to talk to your family members, significant others, friends or anyone else, you can sign a release of information form allowing us to speak with them and share information.

This is a therapeutic community. Privacy is important to you and others. You and your visitors may hear confidential information about other patients. Personal information about other patients should never be shared even after discharge. You or your visitors may recognize other patients and are encouraged not to share this information with others.

## Discharge

Timing for your discharge will be decided by your treatment team and you, and we aim to discharge as early as possible in the day. Your social worker and discharge planner will schedule a follow-up appointment within seven days of your discharge and provide you with this information. Your psychiatrist will complete discharge orders and you will be given discharge instructions. A time prior to noon on the day of discharge will be chosen and arrangements for transportation and/or pick-up will be made.

## Patient Rights

Pine Rest complies with the Michigan Department of Community Health's Mental Health Code. Upon admission, you are given a "Patient's Rights Booklet." If you have any questions or feel your rights have been violated, discuss these issues with a staff member. You may also fill out a confidential complaint form, and if you still have concerns, contact the Recipient Rights Advisor by calling the number listed on the back of your Patient's Rights Booklet.

## Customer Service/Grievance Resolution

Patients and/or their families or representatives have the right to submit grievances and/or customer service concerns. These are investigated by the Quality Department and a response, as well as help in resolving the issue is provided. Filing a grievance or customer service concern will not compromise a patient's current treatment or future access to care. These and other types of feedback are welcomed and encouraged.

A grievance or customer service concern may be submitted to a Pine Rest staff person or through the Pine Rest Customer Service Line, or may also be submitted to an independent organization at the numbers listed:

## Customer Service Resources

Pine Rest Customer Service Line: 877.874.2708

Michigan Department of Community Health: 800.882.6006

The Joint Commission: 800.994.6610

Centers for Medicare & Medicaid Services: 800.633.4227



### **Translation/Interpretation Services**

If you or your family members need interpretation services, let a member of your treatment team know. Arrangements will be made to accommodate your communication needs. Services will be provided at no cost to you or your family.

### **Advance Directives**

At the time of admission, a nurse will ask if you have any advance directives in place. It is important for us to know if you have a behavioral health advance directive. If you do, we will request a copy of these documents for your chart. If you do not have any advance directive and would like information about it, a nurse or social worker can provide this for you.

### **Family Planning**

Family planning and health information services are available to you, your guardian or designee upon request.



## Address & Phone Numbers

Pine Rest Christian Mental Health Services  
300 68th Street SE  
Grand Rapids, MI 49548  
616.455.5000

Pine Rest Unit Extensions  
616.281.6363

- Adult Elm Unit: 2226
- Adult Oak Unit: 2835
- Adult Hickory Unit: 2637
- Adult Redwood Unit: 2109
- Adult Aspen Unit: 2670
- Older Adult Unit: 2108
- Child & Adolescent Unit: 2139
- Cypress Unit A: 1000
- Cypress Unit B: 1200

## Pine Rest Partial Hospitalization Program

If your discharge plans include partial hospitalization, we would like you to know that Pine Rest also provides this service to adults and adolescents, with specialty programs serving individuals experiencing eating disorders as well as mothers experiencing postpartum behavioral health symptoms. Partial Hospitalization provides intensive day treatment Monday - Friday on the Pine Rest 68th Street Campus; however, patients are able to return to their homes in the evening and on weekends.

## Pine Rest Outpatient Scheduling Services

If your discharge plans include outpatient care, we would like you to know that Pine Rest has several outpatient clinics. There are several in the greater Grand Rapids area, a few on the Lakeshore, greater Kalamazoo and a location in Traverse City.

Our clinicians serve people of all ages and treat a variety of mental health and alcohol or other drug use concerns. Our staff of highly trained psychiatrists, psychologists and social workers provides quality, professional services in a timely, compassionate manner.

A single phone call may be made to schedule an appointment at any of our clinics; please call 866.852.4001.

## Additional Resources

### network180

The mental health authority for Kent County, network180 connects individuals of all ages and their families to services for mental illness, substance use disorders, and developmental disabilities. Gerontology Network services can also be accessed through network180.

#### Access Center (Child & Youth Crisis Services)

616.336.3909 or 800.749.7720

790 Fuller Avenue NE

Grand Rapids, MI 49503

#### Behavioral Health Crisis Center (Adult Crisis Services)

616.336.3909 or 800.749.7720

260 Jefferson Ave SE, Suite 100

Grand Rapids, MI 49503

### United Way 211

Call 2-1-1 for help with food, housing, employment, health care, counseling and more. 2-1-1 provides free and confidential information and referrals.

[hwmuw.org](http://hwmuw.org) or [hwmuw.org/211](http://hwmuw.org/211)

### Suicide Prevention

The National Suicide Prevention Lifeline is a free, 24-hour hotline available to anyone in suicidal crisis or emotional distress.

National Suicide Prevention Lifeline

800.273.TALK (8255)

[suicidepreventionlifeline.org](http://suicidepreventionlifeline.org)

### Domestic Violence

The YWCA of West Michigan has trained staff and volunteers that are available 24-hours-a-day to help victims of domestic violence.

YWCA 24-Hour Confidential Crisis Line

616.454.9922

[ywcawcmi.org](http://ywcawcmi.org)

### **Smoking Cessation**

Talk with your physician or call the American Lung Association at 800.LUNG.USA (586.4872)

lung.org

### **National Alliance on Mental Illness (NAMI)**

NAMI is dedicated to improving the lives of individuals and families affected by mental illness and is a great source for information.

Information Helpline: 800.950.NAMI (6264)

nami.org

### **Alzheimer's Association**

The Alzheimer's Association is the leading voluntary health organization in Alzheimer care and support and the largest private, nonprofit funder of Alzheimer research.

4081 Cascade Rd. SE, #400, Grand Rapids, 49546

24/7 Helpline: 800.272.3900

alz.org/gmc

### **12-Step Groups**

12-step groups meet in many communities and can provide a great deal of support for issues surrounding substance use and recovery. 12-step groups are anonymous and free of charge.

#### **Alcohol Anonymous (AA)**

Visit grandrapidsaa.org for meetings in Kent and surrounding counties. Hotline: 616.913.9149

#### **Narcotics Anonymous (NA)**

Visit michigan-na.org for a meeting in your area.

Greater Grand Rapids Area Hotline: 800.230.4085

#### **Dual Recovery Anonymous**

For a 12-step support group for those coping with both mental health and substance use issues, visit draonline.org for a list of meetings in your area.

913.991.2703



### **Depression and Bipolar Support Alliance (DBSA)**

[dbsalliance.org](http://dbsalliance.org) 800.826.3632

### **Child & Adolescent Resources**

#### **American Academy of Child & Adolescent Psychiatry**

AACAP Resource Centers empower consumers through patient education.

202.966.7300

[aacap.org/aacap/families\\_and\\_youth/resource\\_centers/home.aspx](http://aacap.org/aacap/families_and_youth/resource_centers/home.aspx)

#### **Ronald McDonald House of West Michigan**

Housing for out-of-town families is available.

616.776.1300

[rmhwesternmichigan.org](http://rmhwesternmichigan.org)

#### **Association for Children's Mental Health**

517.372.4016

Parent line: 888.ACMH.KID (226.4543)

[acmh-mi.org](http://acmh-mi.org)

#### **Parents. The Anti Drug.**

This website, endorsed by American Academy of Pediatrics, pertains to substance use in the teen years.

[drugfree.org/resources](http://drugfree.org/resources)

## History & Philosophy of Care

Pine Rest Christian Mental Health Services is called to express the healing ministry of Jesus Christ by providing behavioral health services with professional excellence, Christian integrity, and compassion. That is our mission, rooted in our very foundation.

In 1910, a group of pastors and laity decided to create an organization that treated all aspects of a person's well-being: emotional, mental, physical and spiritual. Initially formed by and for members of the Reformed Church in America and the Christian Reformed Church in America, Pine Rest today offers treatment and services to people of all cultures, religions, creeds and ethnicities.

We honor our heritage by providing professional behavioral health services root in compassionate care, strong values, and a commitment to holistic healing. We call on our entire team to meet the needs of every individual, offering support and healing with respect to each person's faith, spiritual, or philosophical beliefs.

At our core, we are a team of highly specialized, well-trained clinicians and professionals dedicated to high-quality, outcome-driven practices. Our approach ensures that patients and families we serve are at the center of what we do.

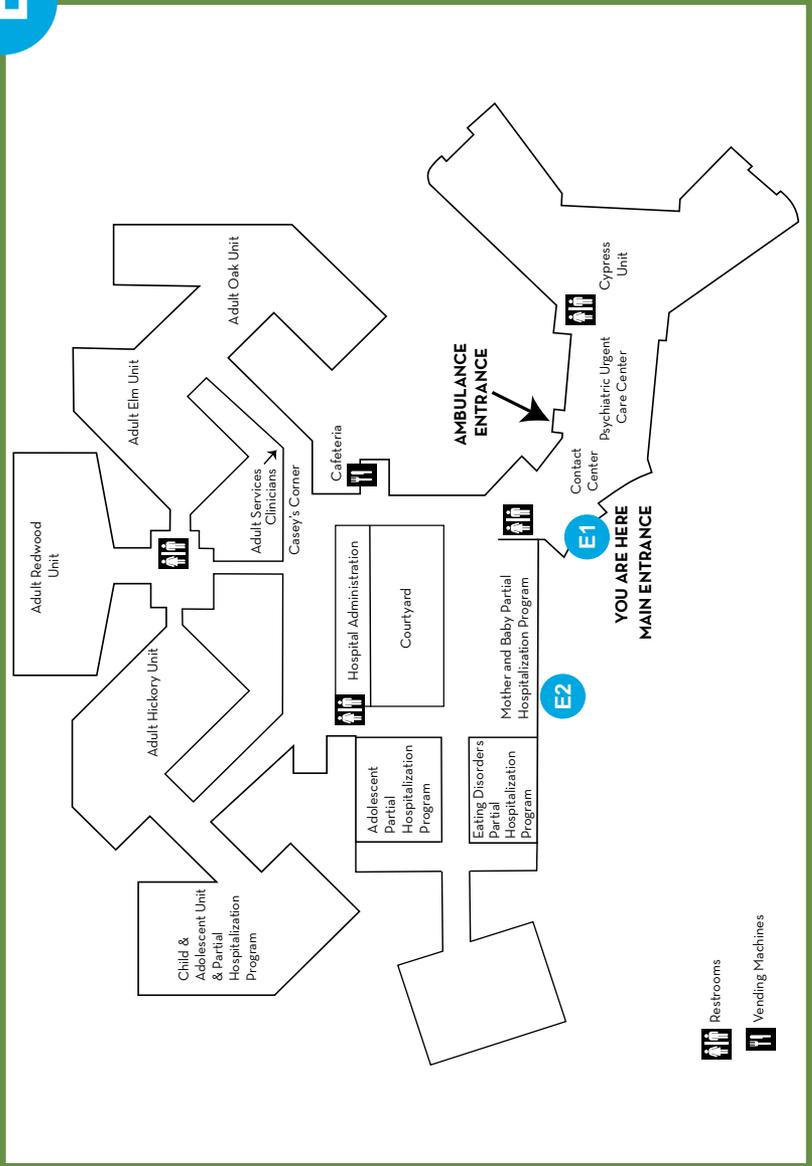
These values guide our quality of care and commitment to our patients, forming the foundation of our vision. Guided by our mission, we promise an exceptional care experience that transforms lives. We uphold this promise of healing with measurable outcomes and demonstrated value.

Notes:

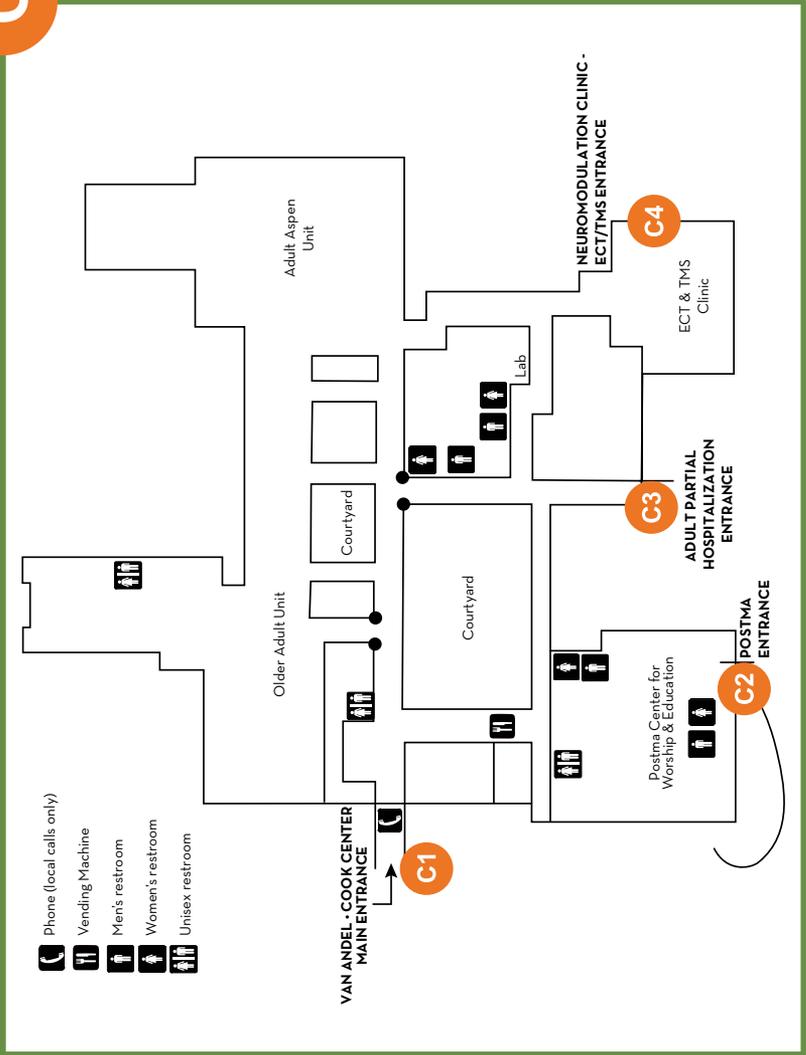
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# Building E Map

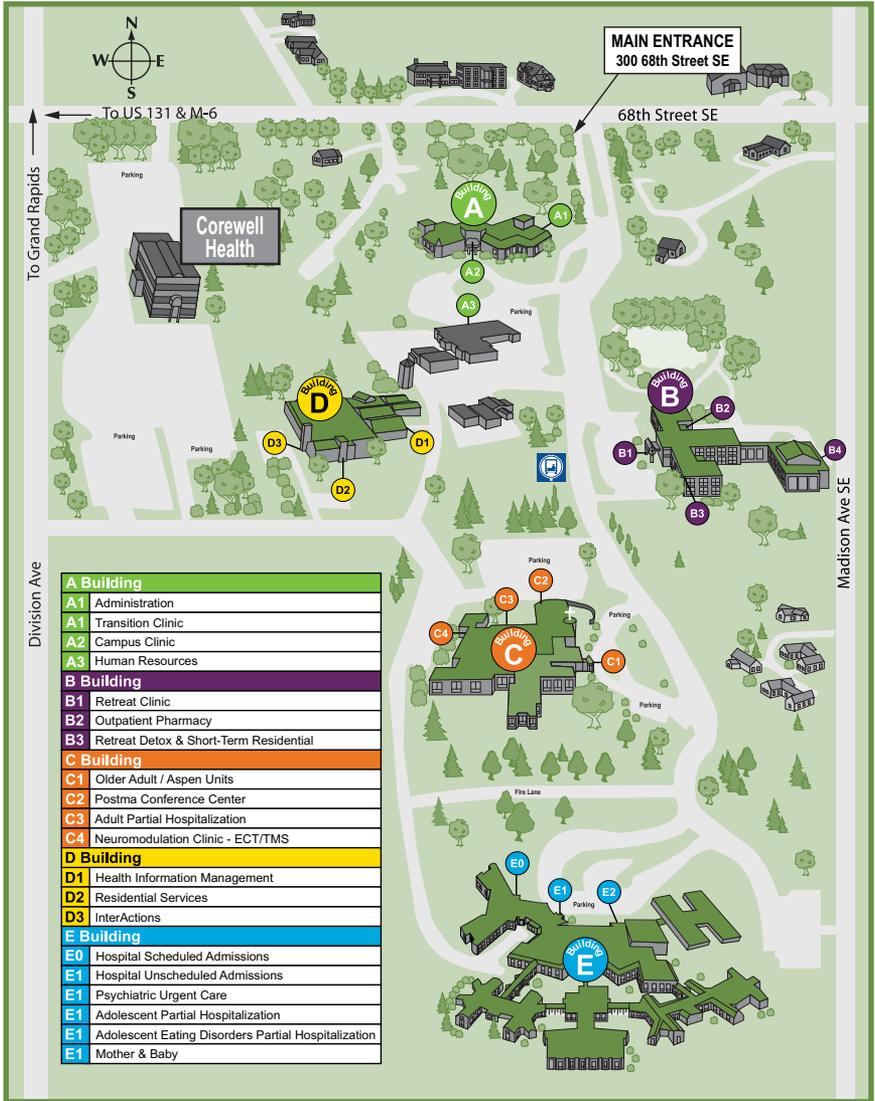
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# Building C Map



# Pine Rest Campus Map



[pinerest.org](http://pinerest.org)

300 68<sup>th</sup> Street SE  
P.O. Box 165  
Grand Rapids, MI 49501-0165  
616.455.5000