

# Patient Information

*During Your Stay  
on South One*

South One, the inpatient psychiatric unit at Stamford Hospital, welcomes you and the friends and family members who will visit you during your stay with us. Our goal is to help make your transition to the hospital easier, and also to provide you with information you'll find useful during your time here.

Please feel free to give a copy of this booklet to your family and friends, as it will help them to learn more about the programs and activities you are participating in during your stay. Also, we'd like you and your visitors to know that we welcome your questions and are happy to clarify or provide more information about your treatment, our policies and guidelines, and the programs and activities that take place here.

Like all programs that attempt to meet the needs of many people, we have had to develop a set of guidelines to help ensure a safe, comfortable and therapeutic environment. We will always make every attempt to achieve a balance between your need for privacy and independence, and the well-being of everyone on our unit.

### Admission

When you first arrive, we'll ask for your understanding as we conduct a patient evaluation and take an inventory of your belongings.

For the safety of everyone, our staff needs to monitor items that are not conducive to therapy, or which might be harmful. These items will either be given to a family member to take home or stored at the nursing station.

Valuables may be sent home or locked in the hospital safe.

Medications, including over-the-counter and/or vitamin supplements, will be sent home or stored in the hospital pharmacy.

Sharp objects are kept in a locked area. These include glass objects, mirrors, scissors, tweezers, nail clippers and nail files. Certain types of clothing and toiletries may also be stored at the nursing station. Smoking materials, including matches, lighters and cigarettes, will be stored until discharge.

### Attire

We want you to feel comfortable during your stay, and encourage you to wear casual clothing and comfortable footwear. We recommend that you bring with you just two or three changes of washable clothing. No headcovering, sunglasses, short shorts, revealing clothing or high heels can be worn in the unit. Clothing that alludes to drugs, alcohol or sexual motifs is not allowed.

Toiletries and cosmetics will be stored in bins at the nursing station, and therefore should be limited to basic supplies. South One supplies disposable razors. The only razors that can be brought from home are electric (cordless) ones. These razors and their charging stations will be kept in the nursing station.

### Smoking Policy

Stamford Hospital is a smoke-free healthcare facility. This means that smoking is not allowed anywhere within the building or on the surrounding grounds. Upon admission, we ask that you give all smoking materials and tobacco products to the nursing staff. These will be stored in the nursing station and returned to you at discharge. Non-compliance results in visitor restriction. We realize this may be difficult for some, but we will make every effort to make your stay as comfortable as possible. When appropriate, these efforts may include requesting a physician's order for smoking cessation aids.

### Clergy

The nursing staff is available to arrange visits by hospital clergy at your request. You and your family may notify your personal clergy if you would like him or her to visit you during your stay.

### Laundry

A washer and a dryer are available for our patients. Laundry detergent is available upon request. Laundry may be done between 7 am and 11 pm.

### Visiting Hours

Monday–Friday  
6 pm–8 pm

Weekends and Holidays  
2 pm–4 pm and 6 pm–8 pm

It's important for all visitors, including family members, clergy and case managers, to check in with our staff when they arrive. We'll ask to inspect items brought by visitors to our patients. To avoid overcrowding, we ask that visitors be limited to two at a time. On the open unit, visits are conducted outside the patient's room, in the common areas. Our nursing staff may also limit visitation in particular situations. Visiting during times other than normal visiting hours may be permitted with the approval of the charge nurse, or with a specific physician order.

### Telephone Usage

There are four public telephones on the unit for use by patients. Telephone numbers for incoming calls are:

(203) 327-8249  
(203) 327-8068

Phone lines for local calls are provided. The telephones may be used between the hours of 7 am and 11 pm. They may not be used during group meetings, either for incoming or outgoing calls. Cell phones are not permitted for reasons of privacy and because they interfere with the hospital's monitoring equipment.

### Medications

At Stamford Hospital, all medication must be ordered by your physician, supplied by our hospital pharmacy, and distributed by our nursing staff. No medication of any kind may be kept by patients, including over-the-counter medications. Please ask your nurse or physician if you have any questions about the medications you are taking, or feel you should be taking.

### Patient Responsibilities

We expect you to actively participate in unit programs by attending unit groups, meetings and functions. In addition, we ask that you help us keep the day room and common area neat, and also that you keep your own room tidy, including making your bed each morning and putting your clothing away.

Our normal wake-up time is 7 am and bedtime is midnight. Everyone wears casual clothing and footwear to meetings.

Visiting with other patients is allowed in the day room. We never tolerate verbal or physical abuse, or physical contact between patients.

Respect for individual rights and responsibilities is integral to our therapeutic process here on South One. We expect that staff and patients working together in this way can provide the most beneficial living and learning experience. A list of patient rights and responsibilities is posted at the nurses' station and in the Ford Wing.

### TV/Electronics

There are two televisions on South One for use during the day and evening. The TVs are turned off from midnight to 7 am. It's important that we respect confidentiality, and therefore we are unable to allow tape recorders, radios with tape recorders or cameras. Personal stereos, cell phones, beepers, laptop computers and personal TV sets are also not allowed. We are happy to provide hairdryers for your use.

### Meals and Food Storage

Meals are served at 8 am, noon, and 5 pm in our community dining room. We make your meals to order, based on the diet your physician recommends and foods you select from a daily menu specific to those recommendations. We are only able to provide food for our patients, except when we have planned a special meal or party to which visitors are invited. While food cannot be kept in your room, you may store limited quantities in our patient refrigerator, provided it is labeled and dated. At midnight, all food brought in for patients during the day will be discarded.

### Therapeutic Absences

Therapeutic absences are ordered by your physician for necessary clinical objectives. During the duration of the pass, patients must always be accompanied by a responsible adult.

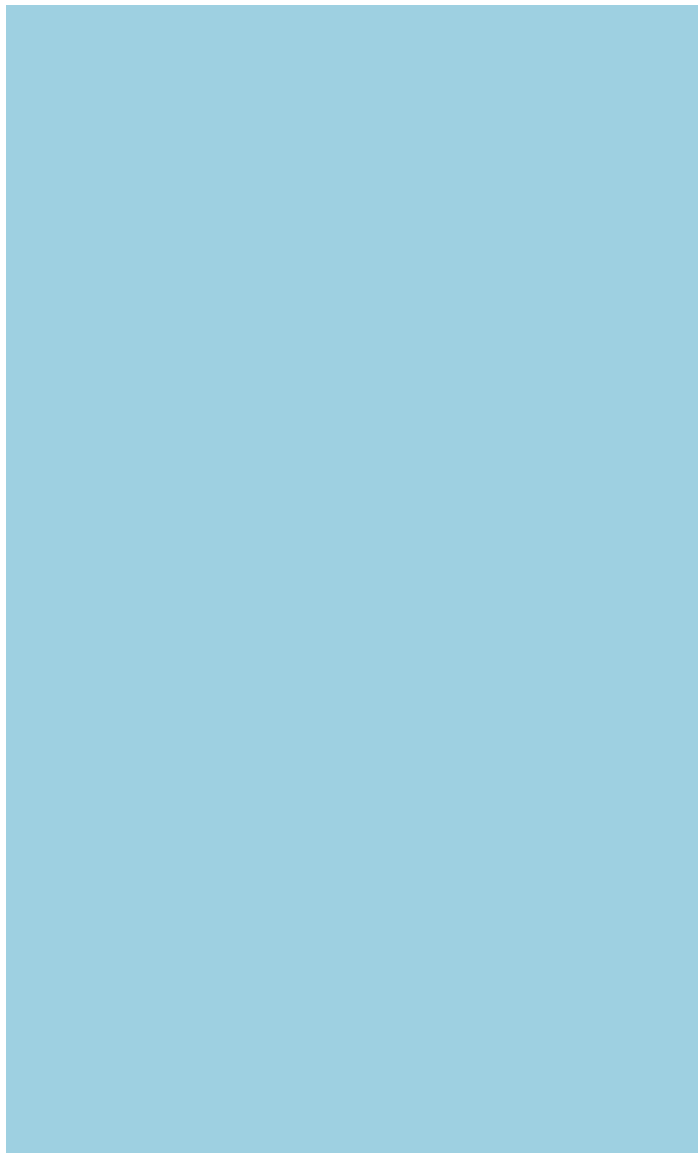
Please check with our nursing staff when signing out for a pass, and again upon your return. We will check your possessions once again, ask that you turn over medications and smoking materials, and may ask that you provide a urine sample.

### Level System of Privileges and Responsibilities

Level I: Patients are observed every 15 minutes. They may spend time on the open unit or the Ford Wing. Ford Wing patients are restricted to the Ford Wing.

Level II: Patients are observed every 30 minutes. They may be on the open unit or the Ford Wing. If your room is in the Ford Wing, all normal Ford Wing restrictions apply.

*We hope this handout helps you to better understand our programs and policies. Please do not hesitate to ask for clarification on anything you do not understand. Thank you for your cooperation.*



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for Health

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