



Dominion Hospital

HCA Virginia Health System

An HCA affiliate

ADULT INPATIENT

**2960 SLEEPY HOLLOW ROAD
FALLS CHURCH, VA 22044**

703-531-6120

ADULT INPATIENT DIRECT LINE

703-531-6125 AND 703-531-6129

PATIENT PHONE LINES

703-538-2872

ASSESSMENT & REFERRAL

703-536-2000

HOSPITAL MAIN LINE

Dominion Hospital

INPATIENT PHILOSOPHY

The goal of inpatient treatment is to provide quality care in a safe and nurturing environment. Using the principles of recovery, Dominion Hospital will support each individual in taking an active role in their treatment while various members of the staff help teach and guide individuals into an improved state of being. We understand that this can be a time of great stress and may result in many questions or concerns about admission at Dominion Hospital. The purpose of this handbook is to provide the guidance necessary to ensure a therapeutic stay at Dominion Hospital.

For some, this may be their first admission to a behavioral health facility, while others may have had previous admissions here or elsewhere. The structure and activities on the unit are deliberately designed to imitate life outside of the hospital. That means that while there are various types of therapy, there is also structured leisure and free time to emulate daily life outside of the hospital.

Please know that we are in a constant state of quality improvement and strive to provide the best care possible. Any feedback is welcomed about each individual's experience here.

Finally, while here, we invite you to envision yourself *well*. We hope that we can provide the guidance necessary to restore each individual to a state of recovery. It is not an easy journey, but the reward is great.

A tip for navigating the handbook: The handbook is divided by topics and arranged alphabetically.

BILLING

Individuals who are currently enrolled in Dominion Hospital's inpatient program, Partial Hospitalization Program (PHP) or Intensive Outpatient Program (IOP) should contact the Billing Manager at 703-531-6103 with billing inquires.

For individuals who are no longer enrolled in any program, billing inquiries should be directed to RPAS at 866-823-7612.

COMMUNITY MEETING

Community meeting is held on the day shift and the evening shift and all individuals are expected to attend. This is when an individual will be asked to evaluate their safety level (displayed on a poster board in the front lounge) and set or discuss a daily goal. Any environmental or housekeeping issues are discussed at this meeting as well. Additionally, each individual will be provided a worksheet to complete so that staff can better understand each individual's treatment needs and also individualize treatment.

CONCERNS/COMPLAINTS

Program staff strive to provide high quality and safe care in a dignified fashion. Should a concern arise, the staff will attempt to solve the problem at the program level. If you feel your concern is not resolved or you would like to voice your concern directly please feel free to contact the Hospital Patient Advocate at 703-538-2882. After hours, a nursing supervisor is on duty to assist with concerns and issues and can be reached by calling 703-538-2875. Individuals receive a copy of the Patient Rights form at admission. Please see the unit staff should another copy be needed.

Additionally, Dominion Hospital is accredited by The Joint Commission (TJC). If you have any concerns about individual care or safety which have not been addressed by the hospital, you may contact the TJC for general questions at 800-994-6610 or for complaints:

Via email at complaint@jointcommission.org

Via fax at 630-792-5636

By mail at:

Office of Quality Monitoring

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, Illinois 60181

CONTACT PERSON

On the day shift (7:00am-3:00pm) and evening shift (3:00pm-11:00pm), each individual will be assigned a “contact person.” This will be posted on the individual name board across from the Nurses’ station. Individuals will meet with their “contact person” for a brief period during the day and evening to assess individual needs, provide support and discuss the individual’s treatment issues.

CONTRABAND

At Dominion Hospital, safety and comfort are important to us, as is the comfort and safety of the community within the unit. All items not allowed on the unit reflect items that are safety issues and/or items that could potentially cause a breach of privacy.

Please note that this is not an all-inclusive list.

The following items are never allowed on the units:

- Items made from glass or ceramic (i.e. mirrors, vases)
- Metal items such as aluminum cans, metal lids, metal hair clips, metal barrettes, bobby pins, paper clips, pens with metal caps, etc.
- Toiletries with metal pieces (i.e. lotion pumps)
- Floral arrangements
- Blankets, towels, pillows, or other linens from home
- Disposable/straight razors
- Spiral notebooks or 3 ring binders
- Aerosol products (i.e. hairspray or spray on deodorant)
- Plastic bags and plastic shower caps
- Strings, shoe laces, cords
- Knives or weapons of any kind
- Electrical devices such as MP3 players, CD players, stereos, computers/laptops, cameras, etc.
- DVDs/movies
- Musical instruments
- Belts, necklaces or scarves
- Thumbtacks, safety pins, sewing/crochet needles
- Tweezers or nail clippers
- Nail polish or nail polish remover

Contraband (cont.)

- Feminine products from home
- Lighters and matches
- Toxic materials including spray paint and markers not labeled non-toxic
- Alcohol or narcotics including street drugs or drug paraphernalia
- Weapons or potential weapons
- Pornography
- Reading material about substance abuse, sexual activity, Satanism, or violence (books and puzzle books are normally allowed but content must be reviewed by staff)
- Pets
- Valuables such as wallet or cell phone
- Jewelry of any kind
- Luggage
- Medications from home, including “over the counter” (OTC) medications (unless requested by staff)
- Any item deemed unsafe/hazardous by the charge nurse or the unit director

DISCHARGE

Prior to discharge, each individual will receive a discharge packet that includes their individual discharge plan and a patient satisfaction survey. The individual’s Social Worker will help each individual make their discharge appointments and complete the necessary elements of the discharge packet. Outpatient appointments must be made before discharge. The date and time of the next appointment as well as the provider and their telephone number must be included on the form.

Discharge (cont.)

On the day of discharge, staff will return all personal belongings, including sharps and valuables. Individuals will be asked to review each items returned to them and inform staff of any missing items. Individuals are responsible for packing up their rooms for departure; however, staff can assist if needed.

Individuals must arrange for transportation on the day of discharge. Individuals should remain on the unit while waiting for their transportation.

DRESS CODE

Individuals are expected to wear comfortable clothing in keeping with the setting. Shoes or hospital socks must be worn outside of the individual's rooms. Nightgowns and robes are limited to the individual's room only. Clothing that interferes with the therapeutic environment is unacceptable and may include: violent, graphic, or otherwise inappropriate images or words on them will not be allowed, nor will low cut tops or shorts. Nudity or partial nudity is never appropriate and is discouraged. If an individual is unable to comply with the dress code, privilege levels may be affected.

FAMILY THERAPY

Individuals make better progress when their families are involved. The individual's assigned social worker will contact their family to set up an initial appointment with 72 hours of admission. The initial family meeting might be with a weekend social worker. Normally, there will be two family meetings during the week for about an hour per session.

INDIVIDUAL RESPONSIBILITIES

1. You have the responsibility to cooperate with all hospital personnel caring for you during your stay. You have the responsibility to ask questions if you do not understand directions or education that is provided to you.
2. You have the responsibility to be considerate of other individuals and to see that your visitors are considerate as well.
3. You have the responsibility to be respectful of others, of other people's property, and of the Hospital's property.
4. You have the responsibility to abide by hospital rules and regulations.
5. You have the responsibility of minding your personal items that are not stored in the hospital safe.
6. You have the responsibility to disclose all medications you are taking to the hospital staff and physicians.
7. You or your guardians/ legal decision makers have the responsibility to provide to the hospital staff any advanced directives, or legal documents such as custody agreements, etc...
8. When you leave the hospital, you have the responsibility to maintain the treatments recommended with medications, your safety plan, and after care appointments.

LINENS AND LAUNDRY

Sheets, blankets, washcloths, and towels are kept by nursing staff and will be provided to individuals upon request. Individuals are responsible for making their own beds and keeping their areas organized. There is a laundry room located on the unit. Staff can provide laundry detergent and accompany individuals to the laundry room. Soiled hospital linens, such as bed sheets and towels, are to be placed in the hampers. Please see staff regarding the hamper's location.

MAIL/PACKAGES/FLOWERS

Individuals are free to send and receive mail. Stamps will not be provided by the hospital. Mail must be opened in front of a staff member but can be read privately.

The mailing address for individuals is:

Dominion Hospital
C/O 2 North, Adult Unit
Individual's Name, Patient ID #
2960 Sleepy Hollow Road
Falls Church, VA 22044

Due to privacy concerns, Dominion Hospital will not forward individual mail after discharge. It is the individual's responsibility to advise family, friends and business contacts of their forwarding address.

Packages received during an individual's stay must be opened in the presence of staff.

Floral arrangements are not allowed on the unit.

MEALS

All meals will be eaten in the cafeteria, located on the 1st floor, unless their treatment plan indicates otherwise. In order to go to the cafeteria, individuals must be appropriately dressed, wear shoes and be ready at the nurses' station at the designated times.

If it is deemed best that an individual eat meals on the unit, a tray will be delivered to the unit and will be handed out by staff. Meals on the unit will be eaten in an area designated by staff. For safety purposes, use of plastic utensils will be monitored.

Meals (cont.)

On the weekends, a continental breakfast is served on the unit for all individuals.

No food is allowed in individual's rooms and will be disposed of if found by staff during room checks.

Light snacks, ice, water, milk, and juice are available on the units.

Individuals with allergies or a need for special menus will have designated trays that will either be delivered to the unit or handed out by staff in the cafeteria.

Meal times are as follows:

Adult Unit

Monday-Friday:	Breakfast	8:00-8:30am
	Lunch	12:30-1:00pm
	Dinner	5:00-5:30pm
Saturday and Sunday	Continental Breakfast	9:00-10:00am
	Lunch	12:30-1:00pm
	Dinner	5:00-5:30pm

MEDICAL RECORDS/ RELEASE OF INFORMATION

Continuing care is important to us and we will be happy to provide an individual's Healthcare Providers with copies of their medical record. Individuals may also need copies for insurance purposes, legal purposes, and for their own individual use. Unit staff will provide an "Authorization for Release of Written Protected Health Information."

Medical Records/ Release of Information (cont.)

This form must be completed in its entirety and signed by the individual (for ages 14 or older) and parent (unless individual is 18 or older).

The request will be processed by the Health Information Management (HIM) Department according to the instructions on the form. Under law, the HIM department has 15 days to comply with a request for records but we make every effort to have the requests completed within one week. If you have any questions about your records and obtaining copies, please call the HIM Department at 703-531-6105.

PATIENT IDENTIFICATION PASSCODE

The privacy of individual's information is second only in importance to patient care itself. All information about individuals is confidential. In order to better protect each individual's privacy, a four (4) digit passcode will be assigned for individuals to provide to family members or friends with whom the Hospital can share personal health information (PHI).

Family or friends seeking information will need to provide this passcode to the nurse or other hospital employee that they are speaking with, in order to receive any information. The passcode will serve as authorization to disclose PHI for purposes such as communication results, findings and care decisions to family or friends. The facility is not responsible for distribution of this passcode and will assume that the individual is taking reasonable measures to protect their passcode.

For more information, please contact the Facility Privacy Officer at 703-531-6106.

PATIENT SAFETY/OBSERVATION

One of Dominion Hospital's most important goals is to ensure that all individuals receive treatment in an environment that is safe and secure. Upon admission and during the course of hospitalization, there will be ongoing assessments of an individual's safety. All individuals require varying levels of structure and support in order to maintain safety. The following precautions are instituted for safety:

- Unit Restriction (UR): See description to right.
- Sharps Restriction (SR): May not check out items on the sharps list. All individuals are on sharps restriction for at least 24 hours after admission but may require more time due to various treatment reasons.
- Falls Risk (FR): The treatment team will determine if an individual is a falls risk. An individual may require a falls alarm at night or additional interventions as ordered by the treatment team.

15 Minute Checks

One of the main components of safety precautions on the inpatient units are 15 minute checks. A staff member must observe each individual every 15 minutes during their stay. This will require that the staff member open your door and look at the individual throughout the day and night.

More frequent monitoring may be instituted if an individual is assessed to have the potential to harm themselves or others or if their behavior is such that it may potentially be harmful or disruptive to others.

Patient Safety/Observation (cont.)

Unit Restriction

When a new individual arrives on an inpatient unit, they will be restricted to the unit until cleared by their attending psychiatrist, the internist, clinical manager and other members of the treatment team. This is normally accomplished within the first 24 hours.

If an individual engages in self-injurious behaviors (cutting, scratching, burning, etc.), that individual will be on unit restriction for the next 24 hours. To be able to leave the unit again, the individual will need to demonstrate that they can remain safe by processing the event with staff and by being able to demonstrate safe, effective coping skills in lieu of self-injury. If an individual engages in threatening or aggressive behavior, are unable to follow basic staff instruction, otherwise demonstrates that they are a danger to themselves or others, or poses a severe elopement risk, that individual will not be able to leave the unit until the treatment team determines that the individual is safe again.

PATIENT SATISFACTION SURVEY

At the time of discharge, each individual will be provided an opportunity to complete the hospital's Patient Satisfaction Survey. Individuals are encouraged to take a few moments to rate the services that they received at Dominion Hospital during their stay so that the hospital can continue to enhance and improve the care we provide. All responses are voluntary and confidential.

RELATIONSHIPS

Relationships formed in treatment are for the purpose of treatment. Outside communication may distract individuals from focusing on their treatment or detract from obtaining maximum benefits from treatment. No sexual activity, hugging or handholding is permitted on the units. Hospitalization is a vulnerable time and discretion is strongly advised in developing relationships. Individuals may not visit in another individual's room, even if they are of the same gender. Sexual relations are prohibited at all times, under all circumstances.

Staff encourage individuals not to give out personal information to other individuals, including telephone numbers.

ROOM ASSIGNMENTS/UNIT LAYOUT

Individual Rooms

Individuals may share a room with one or two other individuals. Individuals cannot be guaranteed a private room. Each room has two or three single beds, built-in closets, and drawer space. Only members of the same sex will share a room. Toilet and bathing facilities are located in each individual room. Admissions and discharges may require reassignment of rooms.

Individuals are expected to keep their areas organized and their beds made. Self-care is the responsibility of each individual. Individuals will be responsible for attending to their own personal needs, such as hygiene, laundry, and storing their belongings in the drawers and closets provided. No items may be taped to the walls, doors, windows or furniture in the room.

Room Assignments/Unit Layout (cont.)

Common Rooms/Lounges

There are common areas/lounges on each unit for use. Individuals are responsible for straightening up the lounges after use. Tables and chairs must be neatly arranged. Papers, food containers, and other garbage must be disposed of properly.

Environmental Rounds

Environmental rounds are completed daily by staff to check on cleanliness and overall room condition including the need for maintenance repairs or attention from housekeeping. Individuals are encouraged to report to staff any needed maintenance repairs they observe.

Room Checks

A room check is a more thorough check of individual's rooms and personal belongings. Room checks are done randomly or when staff have a reason to believe there may be restricted items or contraband present. Room checks include the search for food or beverages as well as unsafe items. It is important to note that individuals may not store any food or beverages besides water for infection control purposes. Items found and deemed unsafe will be automatically returned to the Nurses' station or disposed of appropriately. This is done to maintain the safety of the unit.

Alcohol, Drugs, Drug Paraphernalia

Any alcohol, drugs, or drug paraphernalia found during a room or belongings search will be immediately confiscated and the individual's physician will be notified. Additionally, staff are required to notify local police if any illegal drugs are found on the unit.

Bed Times

Individuals are expected to be in their rooms preparing for sleep at the following time by 11:00pm.

SAFETY LEVELS

Throughout the day, individuals will be asked to provide their safety level. A safety level is a number from 1 to 10 that is a self-assessment around how safe the individual feels at the time. Below is a guide to help individuals understand the safety level system. Honesty in reporting safety levels allow staff to better cater to individual treatment needs.

1-2	Constant suicidal/homicidal/self-harm thoughts, a plan to hurt self/others, intent to carry out the plan, not committed to safety, not agreeing to come to staff before acting on unsafe thoughts. <i>Safety levels under 5 require individuals to complete a safety contract and may need additional staff interventions.</i>
3-4	Constant suicidal/homicidal/self-harm thoughts, a plan to hurt self/others, no intent to carry out the plan, not committed to safety, but agreeing to come to staff before acting on unsafe thoughts. <i>Safety levels under 5 require individuals to complete a safety contract and may need additional staff interventions.</i>
5-6	Frequent suicidal/homicidal/self-harm thoughts, no plan to hurt self/others, <u>committed to safety</u> and agreeing to come to staff before acting out unsafe thoughts.
7-8	Some suicidal/homicidal/self-harm thoughts, no plan to hurt self/others, <u>committed to safety</u> and agreeing to come to staff before acting out unsafe thoughts.
9-10	No suicidal/homicidal/self-harm thoughts, no plan to hurt self/others, <u>committed to safety</u> and agreeing to come to staff before acting out unsafe thoughts. <i>Considered completely safe.</i>

SERVICES FOR THE HEARING IMPAIRED

To ensure effective communication with individuals and their companions who are deaf or hard-of-hearing, we provide appropriate auxiliary aids and services free of charge, such as: sign language and oral interpreters, video remote interpreting services, TTYs, written materials, telephone handset amplifiers, assistive listening devices and systems, telephones compatible with hearing aids, and televisions with caption capability. Please ask your nurse or other hospital staff for assistance.

Should there be a concern or complaint about any services related to ensuring effective communication for individuals with special needs, please contact the Patient Advocate at 703-538-2882 during business hours or anytime to leave a message. After hours, a Nursing Supervisor is on duty to assist with concerns and issues and can be reached at 703-538-2875.

SHARPS

Many items are restricted in the hospital because of safety concerns (see “Contraband” section). A few “sharps” items may be stored on the unit and used after the individual’s treatment team advances the individual off of Sharps Restriction (SR). Those items include:

- Use of the unit hair dryer
- Electric razor-battery operated only without a cord. Razors may not be shared with anyone else.
- Emery boards
- Dental floss, which must be thrown away at the Nurses’ Station
- Q-tips, which must be thrown away at the Nurses’ Station

Sharps (cont.)

If an individual is off of Sharps Restriction (SR), sharps may only be accessed during the following times:

6:30am-7:00am

7:30am-9:00am

5:30pm-6:30pm

8:30pm-9:30pm

All sharps must be returned by the end of each “sharps” time. Sharps cannot be checked out outside of the scheduled Sharps Time.

SIGNING OUT FOR OFF-UNIT ACTIVITES

Anytime an individual leaves the unit, they must sign out in the “sign out” book located in the front lounge. Social Workers and physicians will sign an individual out if they have a meeting off of the unit.

SMOKING

Smoking is permitted only in the smoking room located in the front lounge. Individuals are permitted to carry their own cigarettes, but under no circumstances may be allowed to carry lighters or matches. Staff will not store cigarettes for individuals.

There is a limit of four (4) smokers in the smoking room at any time. Only smokers are allowed in the smoking room. *Smoking is a privilege.* All individuals permitted to smoke will be required to sign a smoking consent. Smoking times are listed below as well as at the Nurses’ Station and on the smoking room door.

Smoking (cont.)

The staff will commit to maintaining smoking times; however, in the event of an emergency situation on the unit, restriction of a smoking break will be at the discretion of the Charge Nurse. If any individual is acutely unsafe either in or outside of the smoking room, that individual's smoking privileges may be revoked. Individuals on one to one monitoring, for any reason, may not smoke.

Smoking times are:

8:45am-9:15am

10:45am-11:15am

12:00pm-12:30pm

3:00pm-3:30pm

5:30pm-6:00pm

8:00pm-8:30pm

10:00-10:30pm

TELEPHONE/TELEPHONE TIMES

Cellphones are not allowed on the units at any time. Individuals will have access to the telephone at designated times. The purpose in designating specific telephone times is to reduce the number of interruptions during groups and activities. Additionally, limiting the time on the telephone allows other Individuals to make or receive calls. To make an outside call, please dial "9" prior to the number. If you need assistance with making a call, please see a staff member.

Telephone Times are between 7:30am-11:00pm, except when a group or meeting is occurring (phones will be switched off).

Individual phones are unable to be used for long distance calls so to make a long distance call, please discuss this with your Contact Person.

Telephone/Telephone Times (cont.)

There are two individual phone lines available that are linked to phone in the patient lounge. Those numbers are:

703-531-6125

703-531-6129

A patient ID number is not needed when calling the two numbers above but will be needed if the caller calls the Nurses' Station.

If you are in the patient lounge and hear one of the phones ringing, please pick up the receiver and simply say "Hello." If you are unaware of whom the caller is trying to reach, please have a staff member assist.

TELEVISION/MOVIES/BOOKS

The unit has a television in the front lounge for use. The television is to be turned off during all scheduled groups and at night. Individuals may decide which television program to watch and courtesy is expected between individuals. Staff may intervene if inappropriate shows are selected.

The unit stocks movies and books for use during non-scheduled group times. This is an example of utilizing leisure time. All movies must be PG-13 or less due to potential themes that are counter-productive to treatment, as well as to be respectful of all individuals.

TREATMENT TEAM

During an individual's first days at Dominion Hospital, a team of professionals, including a psychiatrist, registered nurses, a licensed social worker, activity therapists, and other specialists will meet. Family members may be asked many questions at the beginning of an individual's stay to assist the team in understanding an individual's particular situation and the best way to help. The Treatment Team meets Monday through Friday. The Treatment Team is also responsible for making decisions around restrictions (Unit, Sharps, or Falls) based on an individual's behavior. Social Workers will review the treatment plan with the individual and incorporate individual preferences into the treatment plan. The members of the Treatment Team include:

Psychiatrist: Directs the treatment team, prescribes medication, and develops a discharge plan.

Self-Injurious Behavior Staff: Provides assessments for participation in SIB groups, conducts groups.

Licensed Social Worker (Licensed Clinical Social Worker (LCSW) or Licensed Professional Counselor (LPC)): Provides individual, group and family therapy, case management and arranges for family meetings to address discharge planning goals. An individual's social worker will normally be assigned the morning after an individual's admission. If an individual is assigned at the end of the week, an individual will work with a weekend social worker. An individual's assigned social worker will contact a family at the beginning of the following week.

Treatment Team (cont.)

Nursing Staff: Provides around the clock nursing care, monitors safety and behavior, coordinates treatment activities, administers medications and provides medication education, assists in the development of goals and achievement skills and individualizes the treatment plan within the guidelines established by the treatment team.

Art and Activity Therapists: Provides arts and crafts, fitness, and leisure education groups and activities.

Utilization Review Coordinators: Works with an individual's insurance company or managed care company to ensure that each individual receives the maximum benefits from treatment.

Staff Nutritionist: Provides nutrition consults and nutrition education groups and conducts eating disorder groups.

Dual Diagnosis Counselor: Provides Dual Diagnosis assessments for individuals with substance abuse issues, conducts Dual Diagnosis and recovery groups, coordinates for Alcoholics & Narcotics Anonymous sessions and assists with follow-on chemical dependency/substance abuse treatment programs.

VISITING

Due to the relatively short duration of hospital stays, it is essential to focus energy on relationships with close family members. Therefore, visiting is restricted to immediate family only (parents/guardians, siblings and grandparents). Visiting outside of the scheduled times is generally not allowed.

Members of the clergy may visit. Dominion Hospital asks that a call be placed first to the unit to arrange the appropriate time to visit.

Outside therapists or psychiatrists may call or visit only with written consent from the parents and a written order from the attending psychiatrist.

Please help us ensure unit safety and comfort by observing the procedures below:

- Visitors must register at the front desk in the main lobby and obtain a Visitors' Pass, which they must wear during the visit. Our security staff will conduct a search of items to be taken to the Unit at this time.
- When arriving on the unit, visitors must sign in at the nursing station. All belongings brought onto the unit for individuals will be inspected by Unit Staff. *Staff will not accept any restricted items from visitors.*
- Due to the limited amount of space, two visitors per person will be permitted at one time (immediate family only). If more than two immediate family members come to visit, turns will need to be taken so all visitors can spend time with the individual.
- We ask that visitation take place in the lounge, not in the individual's room. This ensures that all our individuals have a "safe place" to be during visiting.

Visiting (cont.)

- An approved adult visitor must accompany family members under the age of 18 and remain with them throughout the visit.
- If the individual requires intense supervision, visiting arrangements will be organized and monitored by nursing staff.
- Visitors and individuals must say goodbye on the unit. Individuals will not be permitted to accompany visitors to the front desk or the door.
- Visitors may be asked to show their badge when exiting secure areas of the hospital.

Visitor Conduct

- Please leave valuables and electronic devices (cellphones, pagers, etc...) in your vehicle. Our Security Staff will ask you to return these items to your car before leaving the Lobby area to the Units. Do not bring bulky coats or bags on to the unit and do not leave personal belongings unattended.
- Visitors may not bring any food or drinks onto the unit. Health and storage concerns necessitate this restriction.
- Any visitor appearing to be under the influence of alcohol or drugs will not be allowed to visit and may be directed off the premises.

Visiting Hours

Monday-Friday
7:00-8:00pm

Saturday, Sunday, and Holidays
2:00-3:00pm and 7:00-8:00pm

Visiting (cont.)

Visiting on Holidays

Certain holidays are observed and will require result in different visiting hours. Those holidays include: Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day, and New Year's Day. Please inquire with unit or PBX staff around changes in the visiting hours for these holidays.

POST DISCHARGE WELLNESS CALLS

To support each individual's discharge transition, Dominion Hospital offers a supportive telephone follow-up service in the days after they leave the hospital. This service is offered to each individual for their consent (via a signature) at the time of discharge. With an individual's consent, a discharge coordinator will make telephone contact with them at the number they provide within the first three days after discharge. The purpose of the calls is to ensure that each individual understands the medications they are prescribed, when and where their follow-up appointments are to occur, and generally how they are doing. Many individuals take advantage of this valuable service that is provided free of charge. To take advantage of this service, please let a nurse know at the time of discharge.

WHAT TO BRING

Personal items and bags brought in upon admission and during visiting hours will be inspected by staff. Dominion Hospital discourages bringing any personal valuables to the hospital such as wallets, credit cards, money, cellphones, etc. All jewelry must be removed at admission. If these items are brought to the hospital, the items will either be sent home with a family member or friend of the individual's choosing or locked in the hospital safe. No valuables will be stored on the unit. On admission, staff will take an inventory of everything that the individual has brought with them. Individuals will be allowed to keep all unrestricted items with them and those items will become their responsibility.

Individuals are encouraged to bring the following:

- Three to four changes of casual, comfortable clothes (storage is limited)
- Pajamas or nightgowns, without draw strings
- Shoes
 - One pair of comfortable shoes or slippers with no laces for walking around the unit
 - One pair of outdoor/sports shoes (laces are allowed) to be kept in a closet
- Jacket or sweater based on the weather

The following items are allowed upon arrival, regardless of observation level:

- Shoes with no laces
- Cigarettes
- No more than 2 bottles of water
- Gum and/or lifesavers hard candy, individually wrapped
- Makeup that is free of any glass or hazardous ingredients

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