

Guidelines for Visitors — Behavioral Health Center

Introduction

Welcome to Froedtert & the Medical College of Wisconsin Community Memorial Hospital Behavioral Health Center. For you, as a concerned person in the patient's life, we feel it is important to familiarize you with the hospital visiting policy. Your participation in the patient's care program is essential. To help you feel more at ease, the following guidelines have been developed to use during your involvement in the program.

Confidentiality

Due to confidentiality regulations, disclosure of treatment information with you, as well as your involvement in treatment planning, can only be shared or occur with the written consent of the patient.

PIN Number

State law mandates that, due to confidentiality, staff members cannot give out any information regarding the patient's stay at Community Memorial Hospital Behavioral Health Center. This includes acknowledging the patient's presence here, without the patient's consent. If family and friends call the nurse's station, they must have the patient's own personal identification number (PIN). This number must be given to you by the patient.

Visitation Policy

- Visiting hours are 6 to 8 p.m. Monday through Saturday, 1 to 8 p.m. Sunday and holidays.
- Visitors must secure personal belongings prior to entering the unit. Lockers are provided for your convenience.
- Children under age 14 must be supervised at all times by a responsible adult (other than patient). Visits must take place in the patient's room or other designated area.
- Visitors must use the public restrooms, not the patients' restrooms.
- Visitors must always check with staff before giving any food, drink or personal belongings to the patient.

- Visitors may be asked to leave the room during a test, procedure and/or treatment in order to maintain patient privacy.
- Visitors with symptoms of a communicable disease are asked not to visit patients due to the negative impact this can have on the patient's health and recovery.
- Disruptive behavior will not be tolerated. These behaviors include appearing under the influence of substances, the use of profanity or violent actions.
- Unit staff cannot provide medical and/or nursing care (blood glucose checks, BP checks, etc.) to visitors. If a visitor is feeling ill, staff can assist him or her with finding appropriate medical care.

Behavioral Health Center

Phone Numbers

- Patient Phone 262-257-3585
- Nurses Station phone number is 262-257-3580 (PIN number required)

Phone calls can be placed from 7 a.m. to 10:30 p.m., excluding group times. Exceptions to these times can be requested from staff members. Noting the phone is shared among all patients, please keep your phone conversations brief.

Cell phone usage is not permitted on the Behavioral Health Unit.

Patient Belongings

To ensure the safety, security and efficiency of our unit, we inspect all belongings brought into the unit. Please limit items to four changes of clothing, 10 personal hygiene/cosmetic products, and a few personal items (jewelry, books, photos, etc.).



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