

# Eastern State Hospital

MANAGED BY UK HEALTHCARE

## HANDBOOK FOR PATIENTS AND FAMILIES



Eastern State Hospital • 1350 Bull Lea Road • Lexington KY 40511  
859-246-8000 | [ukhealthcare.uky.edu/ESH](http://ukhealthcare.uky.edu/ESH)

# Welcome to Eastern State Hospital

This handbook gives you important information about the hospital. It will help you and your family better understand the hospital and the treatment you will receive here.

When you need to be in the hospital, it is often a stressful time for you and your family. We want to make sure you receive the treatment and care you need.

We promise to provide the highest quality services possible in a safe, clean and comfortable setting.

We will be glad to answer any questions you may have while you are here.

You may decide which family members and loved ones, if any, you want included in your care. If you have a guardian, he or she will be contacted.

## About Us

The new Eastern State Hospital opened in September 2013, providing recovery-focused, individualized care in a supportive environment that features the latest in treatment and technology.

The original Eastern State Hospital opened in 1824 and cared for individuals for 189 years, making it the second-oldest psychiatric hospital in the country.

Eastern State Hospital provides an extensive range of inpatient mental health services to adults living within the 50 counties surrounding and including Fayette County. We operate up to six acute care units of 27 beds each in a mix of private and semi-private rooms. In addition, the Long Term Care Facility\* serves geriatric residents, as well as individuals with acquired brain injuries. Located near the entrance of the hospital, the Central Kentucky Recovery Center helps eligible individuals transition to the community.

Eastern State Hospital is managed by UK HealthCare through a contract with the Kentucky Department of Behavioral Health, Developmental and Intellectual Disabilities.

A nationally accredited hospital, Eastern State Hospital meets the standards of The Joint Commission, Centers for Medicare and Medicaid Services, and the Kentucky State Licensing and Regulation Division.

## Our Mission

We provide excellent mental healthcare that instills hope, inspires recovery and improves overall well-being for Kentuckians.

## Our Vision

Wellness in mind/body/spirit is attainable for everyone.

## Values

- ▶ Diversity
- ▶ Innovation
- ▶ Respect
- ▶ Compassion
- ▶ Teamwork

\*The Kentucky Cabinet for Health and Family Services has announced that the Eastern State Hospital Long Term Care Facility will be closed, effective late July 2018, due to state budget constraints. The Long Term Care Facility is working with the state to ensure placement of the LTCF residents, and with UK HealthCare to identify employment opportunities within ESH/CKRC and UKHC for our LTCF staff. Find more information at the Cabinet for Health and Family Services web site.

# On the Unit

## Daily schedule

A detailed daily schedule, including activities, meals and medication times, will be posted at each patient care unit.

## Food & meals

You will have three meals and a snack that will be served in your unit dining room each day, per your unit schedule. If a special diet is recommended, a dietitian will talk with you about the diet and teach you how to follow it after you leave the hospital. Please discuss any concerns or questions about your diet with your psychiatrist or nurse practitioner (APRN).

## Sleep & rest

Bedtime is at 11 p.m. Sunday through Thursday and midnight on Friday and Saturday.

If you can't sleep, you may rest quietly in the living room. If you are not sleeping, please remain quiet and respect those who are trying to rest.

## Medications

Medications ordered by your psychiatrist or APRN will be part of your treatment. The psychiatrist or APRN and nurses will teach you about your medicines, what they are for, any side effects they may have and when you should take them. We ask you to come to the medication room on the unit to get your medicines at the correct times.

If you have been taking medicines before coming to the hospital, let your psychiatrist or APRN know so they can provide proper care. If you feel you need a change in medication, have concerns or would like to try other types of treatment, talk with your psychiatrist or APRN or the nurses on your unit. Eastern State Hospital encourages responsible use of all medications.

## Visitation

Your family and friends are welcome to visit you. Family includes anyone who is important to you, such as spouses, same-sex partners, family

members and friends. You and/or your guardian have the right to say whom you want or don't want to visit you in the hospital. You and/or your guardian may change your mind at any time about who can visit you.

Visitation is held in the dining room of each patient care unit. Your visitors will sign in at the Welcome Desk and get a visitors badge. Any items brought to you by your visitors must first be checked by staff to make sure they are safe to have. Food or drink can be brought in for you, but you must consume it before going back to your room. Certain items are not allowed to be brought in by visitors (see list on page 4).

Visitors age 18 and older are allowed after you have been in the hospital for 24 hours.

### Visiting hours:

Tuesdays: 6:30-8 p.m.  
Thursdays: 6:30-8 p.m.  
Saturdays: 1-4 p.m.  
Sundays: 1-4 p.m.

Possible limits on visitation may include:

- ▶ A court order limiting or restricting contact (for example, an Emergency Protective Order or a Domestic Violence Order).
- ▶ Behavior presenting a direct risk or threat to the patient or others in the immediate environment.
- ▶ Recovery Team limits on visitation if it interferes with patients' or peers' treatment plan.
- ▶ Behavior disruptive to the visitation area.
- ▶ A risk of infection for the patient or visitor.

### Items not allowed by visitors

Visitors will not be permitted to bring purses and other personal belongings into Eastern State Hospital. Visitors will be asked to empty their pockets and leave their belongings either in their vehicles or locked in secure lockers at the front entrance.

Visitors must remove all metal objects from their pockets and will be checked with a metal detector. Food and belongings are searched before they are allowed in the hospital. You may bring three outfits of clothing for a patient/resident. Additional items can be brought at other times, preferably not during visitation.

The following items may not be brought in by visitors:

- ▶ Purses
- ▶ Firearms or any type of weapon
- ▶ Knives or pointed objects, including pens & pencils
- ▶ Cell phones, cameras & other recording devices
- ▶ Chewing gum
- ▶ Open drink containers, aluminum cans, glass bottles, or cups with lids & straws
- ▶ Cigarettes, cigars, pipes, chewing tobacco, dip & snuff
- ▶ Lighters & matches
- ▶ Over-the-counter & prescription medications & illicit drugs
- ▶ Clothing with drawstrings
- ▶ Shoelaces & belts
- ▶ Plastic bags
- ▶ Any type of aerosol container
- ▶ Alcohol or products containing alcohol
- ▶ Perfume/cologne & hand sanitizer
- ▶ Lip balm
- ▶ Any other potentially dangerous materials

### Providing information

The people who support you may also want to know how you are doing in the hospital and how they can help you, both now and when you go home.

Your loved ones should feel free to call us if they wish to share information with the Recovery Team that may be helpful in understanding your needs and concerns. Please keep in mind that our staff can only provide information about your hospital care and treatment to others when we have written permission from you in advance (HIPAA requirement).

If family and friends wish to contact the Recovery Team, they can call **859-246-8000**, which is the hospital's Welcome Desk. They will be directed to a member of your Recovery Team. We ask that family and friends contact us via telephone rather than emails, which are not confidential and cannot be used to communicate patient information.

If there is any difficulty in reaching the Recovery Team, please call the Welcome Desk and ask to be connected with the active treatment coordinator for the patient care unit or our hospital administration

### Telephone & mail

We can help you use the phone on your unit to contact friends or family. Please share the phone with others. We suggest keeping phone calls to about 10 minutes. Phones may not be available during group sessions, meals and activities. Phone use may be restricted in certain circumstances.

Please ask staff if you need to make a phone call in a private area. If you have a cell phone, you will be asked to send it home with family or friends, or it will be kept securely for you here. We cannot retrieve phone numbers from your cell phone after you've been admitted. You do not have to accept phone calls from outside the hospital.

Mail is delivered to the units Monday through Friday. The hospital will give you a stamp for one letter a week. Address mail like this:

Your Name (and unit)  
Eastern State Hospital  
1350 Bull Lea Road  
Lexington, KY 40511

When you get letters or packages, you will be asked to open them with a staff member in case money or other items are included and may need to be stored off the unit for you.

### LGBTQ supports

Eastern State Hospital supports and affirms people regardless of sexual orientation, gender

identity or gender expression. You may speak to an LGBTQ friendly and knowledgeable staff member upon your request.

### Behavior expectations

We ask that you treat others with courtesy and respect, and you can expect the same from our staff. We expect you to respect the property of the hospital and other patients. We want to provide a safe and pleasant place for everyone.

### Smoking policy

Because smoking causes many health problems, our hospital is tobacco-free. Smoking and the use of tobacco products are not allowed anywhere on hospital grounds.

Tobacco products, lighters and matches must be given to family or friends upon admission, or they will be thrown away. (We do not reimburse you for tobacco products that are thrown away.) We can offer you nicotine patches or medicine to help reduce cravings. Information about ways to quit smoking is available.

### Clothing & laundry

Patients are asked to bring enough clothing for three or four days. If needed, the unit staff can help you get clothing to wear while you are in the hospital. Washers and dryers are available on the units. Consult your nursing staff about the laundry schedule on your unit. You must keep track of your own clothing.

### Valuables & money

When you are admitted, items of value should be sent home. The hospital cannot be responsible for lost or misplaced items.

You may wear a wedding band and a watch. All other jewelry will be logged and stored for you. Piercing jewelry is allowed unless the admissions staff or your Recovery Team feels it may cause a safety problem. Unsafe items such as belts and shoestrings are not allowed on the unit.

Any money you have with you upon admission will be logged and deposited into an account by a Business Office representative. If someone wants to send money to you, it should be mailed or brought to the Welcome Desk for deposit. Checks or money orders should be made out to Eastern State Hospital and should include your name and unit.

Mail to:

#### **Eastern State Hospital**

Business Office  
1350 Bull Lea Road  
Lexington KY 40511

If you have money in the Business Office when you leave the hospital, you will be given a check for the balance unless special arrangements are made.

## SUPERVISION LEVELS

When you are admitted, the physician will assign you to either Safety Level or Support Level. Most patients are admitted on Safety Level.

### Safety Level

This level means that you need to be carefully observed by staff for your safety. This may be due to medical or health issues or some concern about your ability to control your behavior.

### Support Level

When your Recovery Team feels there are no serious concerns about your health or your behavior, you can be put on Support Level. Now you will be able to go off the unit with staff to be involved in the full range of programs in the hospital, including the Recovery Mall, courtyard breaks and other activities. On Support Level, you are expected to attend the Recovery Mall and other treatment activities.

If there are safety concerns that suggest you are not able to manage Support Level, your Recovery Team may return you to Safety Level. Reasons for this change in level could include:

- ▶ Trying to leave the hospital grounds without permission.
- ▶ Having unsafe items, unapproved medicine, or alcohol or illegal drugs on grounds.
- ▶ Sexual behavior.
- ▶ Threats of harm against others or yourself.

You will then be carefully monitored on the unit until you and your team agree you are able to regain Support Level. Please ask any member of your Recovery Team if you have questions.

## FOR YOUR SAFETY

Our staff wants to make sure that you have safe, high-quality care and that the hospital is a safe place for you.

### Room searches

To keep the hospital safe for everyone, bedrooms and other patient areas will be searched at various times to check for unsafe items. Staff will first explain how and why any search is done, and you have the right to be present during the search. All areas of the room will then be searched, and any unsafe items will be taken out. Other personal items will not be removed or damaged.

### Other safety concerns

Some personal items such as shoelaces or belts may have been taken from you when you were admitted. These items could cause a safety risk for some patients. They will be returned to you when you leave the hospital.

Also for your safety, with a physician order, an available staff member will supervise you when you use a razor and will take the razor when you are finished. We permit the use of battery-operated, cordless headsets. Aluminum cans, glass containers and plastic bottles are not allowed on the unit. Ballpoint pens and pencils also are not allowed. If you have any questions about what items are allowed, please ask any staff member.

Certain areas of the hospital are monitored by video cameras. Because your privacy is important, video cameras are only used in public areas and not in patient bedrooms or bathrooms.

### Special needs

We do our best to help you with any special needs or disabilities so you have full access to our buildings, services and treatment programs.

If English is not your main language or if you are deaf or have a hearing impairment, we can offer you an interpreter. Also, please let us know if you do not understand something you are asked to read or sign. Feel free to ask staff about any special needs or concerns.

### Restrictive interventions

We strive to provide seclusion and restraint-free recovery services, while maintaining a safe and secure environment that promotes the care and welfare of patients and staff.

Seclusion and restraint are safety measures used only as a last resort. Any patient who is in seclusion or restraint will be constantly monitored.

**What is seclusion?** When a patient is put in a private room or area and is not allowed to leave.

**What is restraint?** Any method or equipment used to limit freedom of movement.

### Falls

Patients will be assessed for fall risk on admission and daily. Work with your Recovery Team to prevent falls.

- ▶ Ask for help.
- ▶ Use the call buttons located above each bed and in each bathroom.
- ▶ Wear the non-skid red socks provided.
- ▶ Use the handrails when in the hallways.

Remember, your safety is our main concern.

# Your Recovery Program

## Recovery Team

Your Recovery Team is made up of staff members from various disciplines. They are responsible for your care and treatment. The Recovery Team includes:

**Active treatment coordinator (ATC)** – This person manages all of the recovery programs for the unit, handles concerns, and can talk with you about any questions or issues you have about your care in the hospital.

**Psychiatrist/Advanced practice provider** – You will have a psychiatrist (mental health doctor) and possibly an advanced practice provider to help you. They can prescribe medicine for you and will talk with you about opportunities to go off the unit, other treatment choices and discharge.

Your approval is needed for any treatment or medication offered by the Recovery Team or medication offered by a psychiatrist or an advanced practice provider unless it is an emergency. Your permission in writing is needed for any medical or surgical treatment from another treatment provider.

**Recovery coach** – Your coach will consult with your Recovery Team and will help you develop your personal recovery plan, which addresses your behavioral, psychosocial and medical needs. You can expect to review your plan by day 10, day 17, day 30 and monthly after that. Please let your recovery coach know if you have any questions about your personal recovery plan.

**Nursing staff** – The nurse unit manager, registered nurses (RN), licensed practical nurses (LPN), and mental health associates (MHA) will take care of you and help with your physical needs 24 hours a day. Nurses will give you your medicine, carry out treatments for you and teach you about your illness.

**Social worker** – Your social worker will help you by getting a complete history of your illness, providing therapy, keeping in contact with your family and helping you plan your discharge from the hospital. He or she will arrange follow-up care at the Community Mental Health Center in your area or other local service provider as needed.

**Rehabilitation services** – Licensed occupational therapists (OT), certified therapeutic recreation specialists (CTRS), and recreation therapists (RT) may talk about your hobbies and interests and help with your treatment needs. As part of your treatment, you will be expected to attend programs or groups on your unit or in the Recovery Mall.

**Psychologist** – This person may ask you to take part in an evaluation to better understand your needs or to clarify your diagnosis. Your psychologist may also meet with you to do individual therapy.

**Drug and alcohol educator** – Several groups are available to discuss drug and alcohol use, abuse and prevention. The drug and alcohol educator can also help you find substance abuse treatment programs outside the hospital.

**Pharmacist** – The pharmacist provides medication and works with your team to make sure your medications are the safest and most effective for you.

**Clinical dietitian** – The clinical dietitian may assess your nourishment needs while you are here as a patient. Individual attention is part of the assessment. You may request a consultation from a dietitian at any time during your stay.

**Guardian** – If you have an appointed family or state guardian, he or she is asked to be actively involved with your treatment and discharge planning during your admission.

# Recovery Mall

## Recovery-focused programs

Programs and classes are offered both on the units and in our Recovery Mall, located on the first and second floors.

## Groups & activities

The Recovery Mall is the hospital's award-winning recovery and rehabilitation program. It's an exciting, cheerful area designed to help people change, grow and recover from the effects of mental illness and substance use.

Dozens of groups and activities are available, so there is something for everyone. Please see the Recovery Mall program guide for details. Our staff will help you develop your personal mall schedule. As soon as you are able to go off the unit, we expect to see you in the Recovery Mall. This helps your Recovery Team know when you are ready for discharge. Here are some of the many great options you can choose:

- ▶ Go to the gym for fitness and sports, including basketball, volleyball and yoga.
- ▶ Attend one of our many groups on life management, community resources, cooking, and relationships, just to name a few.
- ▶ Express yourself through jewelry making, art, leather crafts, and pottery.
- ▶ Learn about NAMI and other peer and family supports back home.
- ▶ Stop in the social activity area for board games, video games and conversation.
- ▶ Try 12-step meetings to learn more about recovery from addiction.
- ▶ Check out a book or surf the Web on the computers in the resource library.
- ▶ Get inspired by watching a feel-good movie or participating in a music group.
- ▶ Go outside in the courtyards (weather permitting) for fresh air and walking.
- ▶ Keep the faith by attending The Tapestry chapel services.
- ▶ Get a haircut, shampoo or makeover in the beauty salon.

- ▶ Look for monthly special events, plus concerts, festivals and more.

Every time you attend a group session in the Recovery Mall or on the unit, you will get points for Recovery Rewards. Exchange your points for items in the retail shop.

## Daily Recovery Mall schedule (Monday-Friday):

### Morning:

9:30 a.m.	Arrive at mall
9:45-10:30 a.m.	Session 1
10:30-10:45 a.m.	Break
10:45-11:30 a.m.	Session 2
11:30 a.m.	Return to unit

### Afternoon:

1:15 p.m.	Arrive at mall
1:30-2:15 p.m.	Session 3
2:15-2:30 p.m.	Break
2:30-3:15 p.m.	Session 4
3:15 p.m.	Return to unit

## Evening & weekend leisure program

Free time is an important part of a balanced lifestyle. During your stay, you will have the opportunity to participate in relaxing, less structured activities in the evenings several days each week and on the weekends. During this time, you have the opportunity to leave the unit to socialize with peers, relax in the courtyards, participate in special events, watch movies, exercise or play sports. A monthly schedule of evening and weekend activities is posted on each unit and in the Recovery Mall gym.



## PASTORAL CARE

The chaplain provides positive and meaningful spiritual care for patients and families. The chaplain is available for pastoral care, regularly offers worship services, and provides spiritual books and literature.

## THERAPIES

### Individual therapy

Individual therapy gives you the freedom to talk about your thoughts and feelings with a trained clinician. By talking about your concerns, you may be able to learn better ways to cope and help yourself recover.

### Music & art therapy

Music and art therapies use hands-on experiences – live music and art-making – along with therapist interaction to improve mental, social, emotional and spiritual wellness. Music therapy can include music listening, singing, instrument playing, drumming, music-related discussion, songwriting and relaxation techniques. Art therapy can include drawing, painting, collage, sculpture, collaborative art-making, art-related discussion and relaxation/visualization techniques. Art and music therapy groups are offered in the Recovery Mall and on the units.

### Therapeutic Recreation (TR)

This helps you learn how to make leisure choices that promote a healthy lifestyle and maintain a positive quality of life. Therapeutic recreation specialists will discuss your past, current and potential leisure interests and use engaging activities to address your recovery goals. Group and individual TR sessions are offered on the unit, in the Recovery Mall, and during evening and weekend activities. Activities may include community outings, sports, games, creative activities, movies, socialization and more.

### Occupational Therapy (OT) & Physical Therapy (PT)

These help you be more independent and teach skills needed to live life to the fullest.

# Community Resources

## NAMI/Peer Support

The hospital works in partnership with the National Alliance on Mental Illness (NAMI Lexington) to provide specialized services to help you and your loved ones on your journey of recovery. Some of the services available to you are education and recovery groups (in the Recovery Mall), support groups (in the Recovery Mall and on your unit), and one-on-one peer support at your request. A team of certified Kentucky Peer Specialists, who have experience dealing with a serious mental illness and are in recovery, are happy to share their experiences with you.

NAMI Lexington volunteers are available during visiting hours to escort visitors to and from the units and share information about NAMI and other resources in your community. The hospital also hosts NAMI's Family to Family class, where your loved ones can learn about mental illness and better ways to offer you support in your recovery.

## CONSUMER & FAMILY RESOURCES

### Community Mental Health Centers

Services are provided by Community Mental Health Centers for Kentuckians who have mental health concerns, developmental and intellectual disabilities, or substance abuse. For information about these services, contact the center that serves your home county, as listed below.



**bluegrass.org 24-Hour Crisis Line: 800-928-8000**  
**www.bluegrass.org**

Counties served: Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Lincoln, Madison, Mercer, Nicholas, Powell, Scott, Woodford



**Adanta 24- Hour Crisis Line: 800-633-5599**  
**www.adanta.org**

Counties served: Adair, Casey, Clinton, Cumberland, Green, McCreary, Pulaski, Russell, Taylor, Wayne



**Comprehend 24-Hour Crisis Line: 877-331-3292**  
**www.comprehendinc.org**

Counties served: Bracken, Fleming, Lewis, Mason, Robertson



**NorthKey 24-Hour Crisis Line: 877-331-3292**  
**www.northkey.org**

Counties served: Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Owen, Pendleton



**Pathways 24-Hour Crisis Line: 800-562-8909**  
**www.pathways-ky.org**

Counties served: Bath, Boyd, Carter, Elliott, Greenup, Lawrence, Menifee, Montgomery, Morgan, Rowan

**KY STARS**

869 Sparta Court  
Lexington KY 40504  
**877-498-6633** (toll free)  
**www.kystars.org**

KY STARS (Kentucky System Transformation – Advocating Recovery Supports) is a statewide group of consumers, professionals, and family members working together to promote the reality of recovery throughout Kentucky.

**Mental Health America (MHA) of Kentucky**

120 Sears Ave., Suite 213  
Louisville KY 40207  
**502-893-0460 or 888-705-0463** (toll free)  
**www.mhaky.org**

With more than a century of advocacy, public education, and the delivery of programs and services, Mental Health America is the country's leading nonprofit dedicated to helping all people live mentally healthier lives.

**NAMI Kentucky**

c/o Somerset Community College  
808 Monticello St.  
Somerset KY 42501  
**606-451-6935 or 800-257-5081** (toll free)  
**namikyadvocacy.com**

The National Alliance on Mental Illness (NAMI) is the nation's largest grassroots mental health organization. It is dedicated to improving the lives of persons living with serious mental illness and their families.

To contact your local NAMI Kentucky affiliate, please call **606-451-6935** or **800-257-5081** (toll free).

**Peer-operated centers****Participation Station**

869 Sparta Court  
Lexington KY 40504  
**859-309-2856**  
**psapoc.org**

Participation Station is a peer-operated center that educates, empowers and enhances the lives of persons moving toward recovery and mental wellness. It operates the "Warm Line," **877-840-5167**, a non-emergency, toll-free phone line for persons living with a mental illness.

**The P.I.E.R.**

Personal Involvement Empowering Recovery  
1002 Monmouth St.  
Newport KY 41071-2117  
**859-547-6539**  
**www.mhankyswoh.org/pier**

**Pathways**

H3 – Hands Holding Hope  
300 Foxglove Drive  
Mount Sterling KY 40353  
**859-498-2135**

# Rights & Responsibilities

## Patient advocacy programs

Patient advocacy representatives are available if you request one. They are not hospital staff. They listen to concerns you feel you cannot solve with our hospital staff. They then share these concerns with hospital management.

If you would like to contact a patient representative, please write or call:

### Protection and Advocacy Division

100 Fair Oaks Lane

Third Floor

Frankfort KY 40601

**800-372-2988** (toll free) or **502-564-2967**

Here are some other agencies that provide support and help for you. You can call them to help make sure you receive adequate care and that your needs are being met.

### Adult Protective Services

1165 Centre Parkway, Suite 180

Lexington KY 40517

**859-245-7136**

### Cabinet for Health and Family Services

Department for Community Based Services

Division of Protection and Permanency

Adult Safety and Stability Branch

Guardianship Services – Eastern Office

1165 Centre Parkway, Suite 108

Lexington KY 40517

**859-245-5748**

### Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities

100 Fair Oaks Lane

Frankfort KY 40601

**502-564-4448** or **502-564-7702**

**Office of the Inspector General**

**Division of Community Health Services**

**Kentucky Cabinet for Health & Family Services**

455 Park Place

P.O. Box 12250

Lexington KY 40582-2250

**859-246-2301**

Also, you can call The Joint Commission to get information about our hospital or to report a concern or complaint about the hospital.

### The Joint Commission

Customer Service Center

One Renaissance Blvd.

Oakbrook Terrace IL 60181

**630-792-5800**

## REFERENCE

### Complaints

We try very hard to make your stay as free from problems as possible. But if you have concerns, first discuss them with your Recovery Team. If that does not satisfy you, you have the right to file a complaint or grievance. You can get a form to fill out for this from any unit staff member. If you have trouble filling out the form, please ask staff to help you.

The grievance coordinator will review your complaint and give you a reply as soon as possible. If you feel that someone has abused or hurt you, please tell the nearest staff member right away. All efforts will be made to keep you safe.

### Bills & insurance

You will receive a bill for your care if you agreed to come to the hospital or if you were sent by a court. Each person pays only what he or she can afford.

How much you will owe the hospital is based on what you are able to pay.

A member of our Business Office team will visit you to discuss your finances. This helps us understand what you are able to pay. The amount you will have to pay is based on a number of factors such as income, housing expenses and the number of dependents in your home.

Our goal is to help you manage the financial impact of your stay here. If you have insurance, we will file a claim for you. Any amount that is more than what you are able to pay will not be billed to you, and you will only get a bill for what you are able to pay. If we are not able to interview you about your finances, we will send you paperwork to fill out and an envelope to mail it back to us.

Please call the Business Office at **859-246-8000** with any questions or concerns. The office is open from 8:30 a.m. – 4:30 p.m. Monday-Friday.

## PATIENT RIGHTS & RESPONSIBILITIES

### Requirements for hospitalization under Kentucky state law (KRS 202A)

- ▶ Person has a diagnosable mental illness.
- ▶ Person is a danger to themselves or others.
- ▶ Hospitalization is the least restrictive option for treatment.
- ▶ Person can reasonably benefit from treatment in the hospital.

As a patient at Eastern State Hospital, located in Fayette County, Lexington, Kentucky, you need to know your rights under the law.

### If you are here on your own (voluntarily)

You have the right to ask to leave the hospital at any time. However, if the doctor thinks you are dangerous to yourself and/or others, they have the right to keep you in the hospital for 72 hours (not including weekends and holidays), and then to ask the court to keep you in the hospital for further treatment. If this happens, you have the right to have a lawyer. If you do not have money to pay for a lawyer, the court will appoint a lawyer to help you. You have the right to appear in court and tell the judge your views.

If you are held against your will (involuntarily), you may be held for 72 hours (not including weekends and holidays) or for the term of your court order, and:

1. You have the right to be seen by a doctor before you are admitted to the hospital.
2. You have the right to ask the court to show a good reason why you are being held. This is called Habeas Corpus, and your lawyer can file the papers for you.
3. You have the right to have a court hearing scheduled if you are going to be held in the hospital longer than 72 hours against your will.

As a patient at Eastern State Hospital:

### 1. Basic and Civil Rights

- ▶ You have the right to be treated with respect and dignity by all hospital staff.
- ▶ You have the right to clean, safe and accessible conditions and/or services in the hospital.
- ▶ You have the right to carry out all civil rights (such as voting, buying things, entering into contracts, selling property, etc.), unless you have been found to be disabled by a court (and have a guardian or conservator).
- ▶ You have the right to your money, clothes and other property. (You are responsible for all personal items you choose to keep with you. The hospital will secure your valuables in a safe place until your condition is evaluated by your recovery team. There may be some limits on access due to safety issues.)
- ▶ You have the right to receive or refuse visitors.
- ▶ You have the right to be treated fairly regardless of your race, ethnic background, religion, gender, age, national origin, sexual orientation, gender identity, or expression, disability, or source of payment.

### 2. Treatment rights

- ▶ You have the right to receive care that is within the hospital's ability and purpose.
- ▶ You have the right to receive help from health care providers outside the hospital after requesting their services.
- ▶ You have the right to have a physician mainly responsible for your care, and to know who that person is.

- ▶ You have the right to know the names and jobs of staff providing services to you.
  - ▶ You have the right to privacy. Examination, treatment and discussion about you and your care will be done with respect.
  - ▶ You have the right to have all information and records about you and your care be kept private and confidential, except where releasing personal information is permitted or required by law. Common examples of such situations include when you threaten to harm yourself or someone else, and when there is reason to suspect that a child or adult has been abused.
  - ▶ You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
  - ▶ You have the right to current information about your diagnosis, your (individualized) recovery plan and your likelihood of improvement in a way you can understand (including a written copy of your recovery plan).
  - ▶ You have the right to work with your Recovery Team in planning your treatment or in making any changes to your recovery plan.
  - ▶ You have the right to have any suggested treatment or procedure explained to you in a way you can understand.
  - ▶ You have the right to appropriate pain relief. You can expect information about pain and pain relief measures, and a concerned staff committed to pain prevention who respond quickly to reports of pain.
  - ▶ You have the right to have your personal values and beliefs considered when treatment decisions are made (including access to pastoral counseling).
  - ▶ You have the right to have accommodations (extra help) made for special needs and disabilities, and to have access to hospital services and programs.
  - ▶ You have the right to accept or refuse any procedure, medication or treatment, and to be informed of the possible positive (good) or negative (bad) effects of your decision. (Possible exceptions include times when you are seen as dangerous to yourself or others, or when treatment is ordered for you by the court.)
  - ▶ You have the right to be informed of any unexpected treatment result if that result caused you any harm.
  - ▶ You have the right to accept or refuse care that involves research studies or experimental treatment, after receiving complete information about possible risks and benefits of participation.
  - ▶ You have the right to participate in your discharge planning. If you cannot participate, you have the right to be told about the plans made for you.
  - ▶ You have the right to have access to your medical records and to have your records explained to you in a way you can understand.
  - ▶ If seclusion or restraint is used in your treatment, you have the right to have it ordered by a physician and the reason written in your medical record. You also have the right to have staff notify a person of your choice.
- ### 3. Handling conflicts or problems
- ▶ You have the right to meet with your approved representative (lawyer, guardian or any other person approved in writing to act for you), as needed, if arrangements are made with the hospital Recovery Team in advance.
  - ▶ You have the right to not be moved to another hospital or facility without being told why and given an explanation of other choices available to you.
  - ▶ You have the right to ask for help with problems about your rights from the Ethics Committee and other resources.
  - ▶ You have the right to be told how conflicts about your care are taken care of in the hospital.
  - ▶ You have the right to report or complain about problems with your care, with no fear of harm or penalty, and to have your concerns reviewed quickly and, when possible, taken care of.
  - ▶ You have the right to contact Protection and Advocacy, the Department of Social Services, your guardian or other protective services.
- ### 4. Payment concerns
- ▶ You have the right to have your hospital bill explained to you. You will not be refused services if you are unable to pay for them.
  - ▶ You have the right to be told of any business relationships between the hospital and other organizations that may affect your care.
  - ▶ If available, you have the right to accept or refuse to work for the hospital, and to be paid if work is done in the course of your treatment.

## 5. Advance directives

Advance directives may mean a living will, advance directive for mental health treatment, health care surrogate, and/or any other document that provides direction about your health care needs.

- ▶ You have the right to make advance directives and to have them explained to you and respected.
- ▶ You have the right to name a person to make health care decisions for you if you are unable to do so.
- ▶ You have the right to care that helps you feel better mentally and physically, including pain control and treatment of unpleasant symptoms that addresses your religious and cultural concerns.
- ▶ You have the right to express your preferences regarding use of electroconvulsive therapy (ECT), psychiatric medications, emergency interventions such as seclusion or restraint, and whom you may designate as a surrogate for making mental health care decisions for you.

See more information about advance directives later on this page.

## 6. Patients' responsibilities

- ▶ You have the responsibility to provide relevant information about your current and past symptoms, health concerns and medications.
- ▶ You have the responsibility to ask questions when you do not understand your care or treatment.
- ▶ You have the responsibility to follow the recovery plan developed for you. You should tell staff about any concerns you have about your recovery plan or your ability to follow it.
- ▶ You have the responsibility to accept the consequences if you do not follow your recovery plan.
- ▶ You have the responsibility to follow the hospital's rules and regulations.
- ▶ You have the responsibility to show respect and consideration to others and their property, as well as the hospital's property.
- ▶ You have the responsibility to promptly meet any financial obligation agreed to with the hospital.

There may be times when your physician and Recovery Team restrict your rights, such as when your rights conflict with your recovery plan or when you are a danger to yourself and/or others.

The reasons for any restrictions of your rights must

be explained to you in terms you can understand and written in your medical record.

## Advance directives

In Kentucky, you have the right to say your choices about your medical treatment. You may name someone to make decisions about your medical treatment if you are not able to make these choices or decisions yourself. These are called advance directives. Advance directives are forms that are signed before you need health care to let your care team know your wishes concerning medical treatment.

Kentucky law allows four types of advance directives:

1. Living will
2. Advance directive for mental health treatment
3. Designation of health care surrogate
4. Durable power of attorney

A copy of your advance directive must be filed in your medical record.

**Living will** – A living will is a form you fill out and sign that tells your doctor whether you want treatments or procedures to keep you alive longer if you are in a terminal condition (expected to die) or a permanently unconscious state (such as a coma).

**Advance directive for mental health treatment** – This paper allows you to record your wishes about different treatments such as medications, electroconvulsive (shock) therapy (ECT) and how you want to be treated in an emergency (for example, use of seclusion or restraint). You can also name another person who can make mental health care decisions for you.

**Designation of health care surrogate** – You can name another person to serve as your health care surrogate by filling out this legal form in advance of any illness. This person is then allowed to make medical decisions for you should you become temporarily or permanently unable to make those decisions yourself.

**Durable power of attorney** – A durable power of attorney can also be named on a legal form. This person deals with making medical decisions for you if you should become temporarily or permanently unable to make those decisions for yourself. This person can also handle personal and financial affairs. If you would like further information regarding advance directives, please contact your unit social worker.

# Eastern State Hospital

MANAGED BY UK HEALTHCARE

Long Term Care Facility | Central Kentucky Recovery Center

## SECTION 1557 OF THE AFFORDABLE CARE ACT NOTICE OF NONDISCRIMINATION FOR EASTERN STATE HOSPITAL

Eastern State Hospital, Eastern State Hospital Long Term Care Facility, and Central Kentucky RecoveryCenter, all referred to in this Notice as "Eastern State Hospital," complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Eastern State Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Eastern State Hospital:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified medical interpreters
  - Information written in other languages

If you need these services, contact any employee working at Eastern State Hospital.

If you believe Eastern State Hospital has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person, by mail, fax, or email with:

Patty Bender, Section 1557 Coordinator and Associate Vice President  
Institutional Equity and Equal Opportunity  
University of Kentucky  
13 Main Building  
Lexington, KY 40506-0032  
Telephone number: 859-257-8927 | Fax number: 859-323-3739 | Email: pbender@uky.edu

If you need help filing a grievance the Eastern State Hospital grievance coordinator at 859-246-8000 or Patty Bender, Section 1557 coordinator, is available to help.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights' Complaint Portal, available at:

**<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>** or by mail at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
Telephone number: 800-368-1019 | (TDD) number: 800-537-7697

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>



Advance directives .....	15
Behavior expectations .....	5
Bills .....	12
Chaplain .....	9
Clothing .....	5
Community Mental Health Centers .....	10
Community resources .....	10
Complaints .....	12
Falls .....	6
Floor Plan .....	18
Food & meals .....	3
Insurance .....	12
Laundry .....	5
LGBTQ supports .....	4
Mail .....	4
Medications .....	3
Money .....	5
NAMI/Peer Support .....	10-11
Pastoral care .....	9
Patient information .....	4
Peer-operated centers .....	11
Prohibited items .....	4
Recovery Mall .....	8
Evening & weekend leisure program .....	8
Groups & activities .....	8
Schedule .....	8
Recovery Team .....	7
Restrictive interventions .....	6
Rights & responsibilities .....	13-15
Room searches .....	6
Sleep & rest .....	3
Smoking .....	5
Special needs .....	6
Supervision levels .....	5
Telephone .....	4
Therapies .....	9
Individual therapy .....	9
Music & art therapy .....	9
Therapeutic Recreation .....	9
Occupational Therapy & Physical Therapy .....	9
Valuables .....	5
Visitation .....	3
Visiting hours .....	3

