

Family Welcome Book

McLean Franciscan Child & Adolescent

Inpatient Mental Health Program

Your Guide to Unit 1, the Hospital and local area

www.franciscanhospital.org



Franciscan
Hospital for Children

Dear Parents,

Welcome to Franciscan Hospital for Children and the next step in your child's care and treatment. Thank you for entrusting us with that great responsibility and privilege.

On our campus, you will find a multi-disciplinary team dedicated to meeting the medical, educational and behavioral health needs of children from here in Massachusetts and around the world. We strive to deliver patient and family centered care that is responsive to the needs and choices of each family we serve. At every turn, it is our sincere hope that your child's stay reflects our core mission of providing compassionate care and education to children with special health care needs to help each reach child reach his or her full potential.

We recognize this is a journey you're on and we want to provide the best care possible for your child. Our team is also here for you, the parent, for support and guidance as needed.

I hope that this Welcome Book helps you get acquainted with us and answers some of the questions you may have. Included in this package is general information about the hospital and the local community. If you have additional questions or specific care-related issues you'd like to discuss, please know our staff is open and available to answer those questions for you.

A handwritten signature in black ink, appearing to read "John D. Nash". The signature is fluid and cursive, with a large initial "J" and "N".

I hope your stay here will be comfortable and very successful. Sincerely,

John D. Nash



Inpatient Mental Health Program ~ Unit 1

WELCOME!

Welcome to the McLean-Franciscan Child and Adolescent Inpatient Mental Health Program at Franciscan Hospital for Children. We understand that children and families come here at very difficult times in their lives. We strive to make Unit 1 a place of nurturance and hope where children and families can begin to find safety and strength in times of great crisis. We will work together with you to make this a time of hope and positive change for your child.

This booklet is designed as an introduction to our program and provides information about what to expect during your child's stay in the hospital. Please do not hesitate to approach any of our staff at any time if you have questions or concerns. Additional information about hospital services is also available at www.franciscanhospital.org and in the reception area of Unit 1.

BASIC INFORMATION

Located on the second floor of Franciscan Hospital for Children, our program is a child & adolescent inpatient mental health program that is designed to care for up to 32 children and teenagers who require short term inpatient mental health crisis intervention and treatment.

There are two separate group programs within the hospital unit - an adolescent program which serves boys and girls ages 13-19 - and a latency program serving children ages 3-12. We care for a very wide range of children with mental health crises, including children with medical and developmental disabilities who are in crisis. Each program provides developmentally appropriate programming suitable to your child's needs.

The McLean/Franciscan Inpatient Child & Adolescent Mental Health Program (Unit 1) is a joint effort that combines the strengths of a premier mental health provider with a nationally recognized leader in pediatric rehabilitation and special education. The two hospitals offer a range of mental health services available at several locations, & work closely with medical, mental health, and educational services throughout the state.

We hope that your child's stay with us will be a helpful and hopeful experience for your child and for your family. If you have any questions, need additional assistance, or have suggestions about how we can best serve you, you may also contact Ralph Buonopane, PhD., Program Director, at 617-779-1689 or Brian Duffy, RN, Nurse Manager at 617-779-1696.



Inpatient Mental Health Program ~ Unit 1

TREATMENT APPROACH

It is the goal of the McLean-Franciscan Child and Adolescent Program to serve each child and family in our care in an atmosphere of respect, compassion and dignity. Our strength-based, child-centered program offers individual, group and family therapy, as well as school and psychoeducational supports to assist in time of psychiatric crisis.

We recognize that parents and families have made great efforts and sacrifices to help their children before coming to our program. Please feel free to share with us any interventions that have been tried and whether they were helpful or not. You are the holder of very important information about your child. In keeping with our mission, recognition and respect is given to the diversity and unique backgrounds of all of the children in our care, their families and our staff. Interpreter services are also available as needed. We look forward to working collaboratively with families and caregivers to quickly mobilize the supports and resources that will help your child in this time of crisis.

WHO IS MY CHILD'S TREATMENT TEAM?

Your child will work with a large team of staff members, all of whom have different credentials and expertise in child and adolescent mental health care. This team includes a specific child psychiatrist and clinical case manager/social worker who will coordinate the care for you and your child, as well as a larger team of psychiatric nurses, mental health counselors and clinical educators. Each of these team members is an essential part of your child's treatment. Together, they will provide a safe and nurturing environment, along with mental health consultation, diagnostic services, and treatment for your child. Additional professional consultations and referrals will also be provided for your child as needed. You will have the opportunity to meet with staff throughout your child's stay. A clinical social worker assigned on the first weekday of admission will be your primary contact, though you may approach any staff member at any time with a question. Contact information for all of our clinicians and administrators is available at the front desk, and names & photos of all of our staff are also in the reception area.



Inpatient Mental Health Program ~ Unit 1

TREATMENT

There are five essential components of each patient's treatment in the program:

1. 24 Hour supervision & support

Your child will be involved in our unit's structured and closely supervised program each day of the week. The daily schedule is designed to engage each child in a range of developmentally appropriate therapy, school, play, and daily living experiences. The range of activities are designed to help organize and support children in a time of crisis, provide opportunities to learn and practice important coping skills, and contribute to an assessment of each child's needs and strengths. Every member of our professional staff is actively involved in the daily functioning of our structured activity, therapy, and support program.

2. Psychiatric consultation, treatment, & Psychopharmacology

Assessment and care coordinated by a child psychiatrist, including psychopharmacological assessment, is a part of the comprehensive assessment and treatment provided for all children in our program. Your child's psychiatrist in the program will work in concert with the clinical case manager to coordinate your child's care & keep in close contact with you regarding your child's care and any recommendations. Overall treatment and medication recommendations are made by the child psychiatrist in collaboration with the clinical case manager. Your child psychiatrist will provide all of the information necessary for you & your child to make informed choices and decisions about any medications. Your child's psychiatrist will discuss any recommendations, concerns, questions, and options regarding medications or medication changes with you.

Medication can be used as part of an overall treatment plan to lessen the debilitating effects of mental health problems and to provide relief from related symptoms. When indicated, any medications are administered and closely supervised by our licensed child/adolescent psychiatrists in conjunction with our psychiatric nurses, including monitoring any evidence of side effects and the response to medications.

3. Clinical Case Management

Our clinical social workers are your primary contact. Clinical case managers help coordinate the many professionals involved in your child's care both here and outside the hospital, and serve as an advocate for your child in the process of setting up community support services. They play an essential role in listening to and understanding the concerns you have about your child, and then mobilizing the needed supports and resources. They work collaboratively with you to identify supportive services and community resources that can meet your child's needs after discharge.



Inpatient Mental Health Program ~ Unit 1

Your input and involvement is very valuable and we invite you to become actively involved in your child's treatment. In order to make our efforts the most beneficial in such a short time, we may seek your written permission to include input from therapists, schools and community agencies who may offer additional resources which will be of benefit in your child's care. We will also be working in coordination with your insurance carrier, with your written consent, to insure that your child receives the most appropriate resources available.

4. Therapy

As indicated by each child's individual needs and treatment plans, children attend individual, group and family therapy provided by psychiatry, psychology, social work, and nursing staff and advanced interns. The children's group schedule is organized around a number of topics related to each child's stay in the hospital. The group schedules posted in the activity rooms provide an overview of the groups we offer.

5. Educational Program

Education and academic skill training is a critical part of keeping children involved in academic life throughout their stay in the hospital. Each weekday, our educational program is provided by our clinical educators who provide individualized instruction based upon the unique needs of each child, both as part of their assessment and treatment. With your consent, they will keep in contact with your child's local school system to assist in keeping up with current schoolwork.

VISTING HOURS, PASSES AND PHONE CALLS

In order to provide a safe, calm, and nurturing environment for all of the children in our program at all times, we ask families to coordinate with us to structure visiting times on the unit. We thank you for your understanding and ask you to cooperate with any requests made by the nursing staff during visiting hours.

When anyone visits the unit, it is the responsibility of the staff to greet them, confirm who is visiting, inspect any patient belongings that are brought onto the unit, and answer any questions that you may have about visiting, belongings allowed on the unit, or about the program. At times, this may involve a brief wait while a patient therapy group finishes, or until a staff member can answer the door. Again, we appreciate your patience in working together with our staff to provide safe, calm, and nurturing environment for all of the children and visitors on the unit.

Visitors are welcome on the unit. The most convenient time to visit is during open visiting hours listed below, since this is when children are not as involved in therapy groups or school. However, visitation times can occur throughout the day, and will often occur at other times when you are meeting with your case manager and psychiatrist for family meetings. Please discuss any unique needs with your child's case manager if you need to make alternative visiting arrangements.



Inpatient Mental Health Program ~ Unit 1

Open Visiting Hours are:

Monday through Friday: 6:15 pm to 8 pm

Weekends and Holidays: 1 pm to 3 pm; 6 pm to 8 pm

Children have a right to receive visitors, mail, and telephone calls unless there is a documented risk of harm as assessed by the psychiatrist or a legal order preventing contact. If you have any safety concerns regarding particular visitors who may want to have contact with your child, please discuss them with the psychiatrist. We cannot restrict your child from visits or phone contact with others unless there is a serious risk involved.

At times, you may be asked to take turns visiting if there are a large number of visitors on the unit. Parents/guardians are responsible for supervision of all additional children that they bring to the program to visit. Most of the time, visits are eagerly anticipated. However, when children are too upset to participate in visits, we will work with everyone involved to get through those times.

PASSES

When safety permits, your child will have the opportunity to leave the unit for brief, planned periods of time with you on “passes,” both inside and outside of the hospital. Decisions regarding passes will be made together with your child's treatment team, who will help you in planning these passes, and in determining your child's readiness and safety to have planned visits with you on grounds, community, or home.

On-grounds passes are often a first step and involve taking your child off of the unit, under your own supervision, but remaining on hospital grounds – perhaps for a meal at the hospital picnic area, basketball in the hospital gym or playground, or a walk on the hospital grounds.

Community passes involve taking your child off the unit under your own supervision for a planned time period, and leaving the hospital grounds – perhaps for a meal at a restaurant, trip to the mall, or school visit. However, community passes should not include going home.

Home passes involve taking your child off the unit under your own supervision for a planned time period, and leaving the hospital grounds to go home for a period of time.

Pass Instructions Before & After Passes. Before leaving the unit on a pass and after returning, please check in with one of the staff to complete the Pass Instructions form & discuss your plans & how things went. This is an important part of the treatment process, and an important part of working together for the purpose of safety. In addition to being a time to visit, passes are an important part of the assessment and treatment plan, and are based upon your child's safety and treatment goals as they prepare to leave the hospital.



Inpatient Mental Health Program ~ Unit 1

PHONE CALLS

Your child can make and receive telephone calls throughout his/her stay. However, much of the day consists of important school and therapy groups, and individual meetings. You may speak with your child at any time, however, if you call during a time when your child is actively involved in school or in therapy, we may kindly request that you call back during a break. This helps limit the number of interruptions during important therapy and school groups. Calling hours when children are most often on break are as follows:

8:00 am	-	8:30 am
12:00 pm	-	12:30 pm
4:30 pm	-	5:00 pm
6:15 pm	-	9:00 pm

The unit phone number to speak to staff or your child is (617) 779-1680.

FOR VISITORS

While we encourage contact between children and their families and friends, there are some restrictions regarding visiting hours that are necessary to make the Hospital run smoothly. While you and others are at the Hospital to visit with your child, the following rules will apply:

All visitors should be free of illness or exposure to communicable diseases. Visitors under the age of eighteen need to be supervised by a parent or guardian at all times while on hospital grounds. The parent or guardian is responsible for the conduct of minors under their supervision. All visitors are asked to sign-in upon arrival in the lobby area.

SMOKE, ALCOHOL, AND DRUG FREE

Visitors may not consume, or be in possession of alcohol or any illegal drugs while at the Hospital. They shall not be under the influence of alcohol or drugs while at the Hospital. If, in the opinion of the hospital staff a visitor is under the influence of alcohol or drugs that person may be asked to leave the Hospital. Such violations may jeopardize that person's ability to visit in the future.

Additionally, Franciscan Hospital for Children is a smoke-free campus. You probably already know that smoking is the leading cause of preventable death and disease in Massachusetts. But did you also know that according to the U.S. Centers for Disease Control, secondhand smoke causes sudden infant death syndrome (SIDS), acute respiratory infections, ear problems, and more frequent and severe asthma attacks in children?

Use of tobacco products is prohibited on all Franciscan Hospital for Children property including in vehicles parked on FHC property. The tobacco-free policy applies to all people on Franciscan campus. A map defining the property is displayed at the back of the guide. The Hospital reserves the right to deny visitation or other access to any person who violates the Hospital's Drug Free or Tobacco Free Policies Thank you for your cooperation!



Inpatient Mental Health Program ~ Unit 1

PERSONAL BELONGINGS

For the safety of all patients, nursing staff must check and approve all items brought onto the unit. Please check with a staff member if you have any questions.

Please do not bring your own lighters, matches, or medications of any kind onto the unit – please leave these items and pocketbooks in your locked car.

Please see the list of items below regarding items that cannot be brought onto the unit.

THE FOLLOWING ITEMS ARE NOT ALLOWED ON UNIT 1 AT ALL:

- ☒ **SMOKING MATERIALS, eCIGS, LIGHTERS, MATCHES**
- ☒ **WEAPONS, TOY WEAPONS**
 - Guns, knives of any kind, including jackknives. Play guns & knives are also not allowed.
- ☒ **BELTS, CLOTHING WITH DRAWSTRINGS, PLASTIC BAGS, COAT HANGERS**
 - Drawstrings must be removed and discarded, or clothing sent home. Belts sent home.
- ☒ **RAZORS**
 - This includes all shaving razors and razor blades..
- ☒ **GLASS CONTAINERS, MIRRORS**
 - This includes all cosmetics which are in glass bottles, and glass juice bottles.
- ☒ **SODA CANS, METAL FOIL FOOD CONTAINERS, PLASTICWARE KNIVES**
- ☒ **SCISSORS, PAPER CLIPS, NAIL CLIPPERS, METAL NAIL FILES**
 - Scissors & other supplies are provided when needed in supervised groups with staff supervision on the unit & may not be brought in from outside of the unit.
- ☒ **BALLONS & OTHER LATEX ITEMS**
 - Present choking & latex allergy hazards.
- ☒ **CAMERAS, CELL PHONES**
 - To protect confidentiality & privacy of other patients, all types of cameras, & phones or games with cameras. Children have access to telephones.
- ☒ **ELECTRONICS WITH POWER CORDS**
 - This includes all plug-in radios, hair dryers, hair curlers, fans, etc.
 - Battery operated electronics are allowed, but must be stored in the locked electronics cabinet & signed in/out and by staff.
- ☒ **MEDICATIONS**
 - Any medications or supplements should be given directly to an RN.
- ☒ **COMPUTERS, LAPTOPS, DVD PLAYERS**
 - Expensive items are prone to breakage. There is supervised computer access in classrooms. However there is no access to Facebook.



Inpatient Mental Health Program ~ Unit 1

THE FOLLOWING ITEMS ARE SECURELY STORED ON THE UNIT AND ALLOWED WITH SUPERVISION:

- ✓ **JEWELRY**
 - Jewelry is permitted, as long as the jewelry is not used to cause injury to self or others. It is recommended that valuable jewelry be sent home.
- ✓ **SHOES WITH LACES**
 - Shoes/sneakers with laces shall be stored in a locked closet. When a patient is leaving unit for pass/outing, staff will get patient's shoes as they leave. Shoes will be returned to locked closet upon patient's return to unit. Patients may wear sandal, slippers, and slippers without laces on unit.
- ✓ **WIRE NOTEBOOKS**
 - Wire notebooks may only be stored and used in supervised classroom.
- ✓ **CERTAIN COSMETICS/PERSONAL HYGIENE SUPPLIES**
 - Mouthwash & some other hygiene supplies with high alcohol content are restricted.
 - Aerosol cans are not permitted - non-aerosol "pump" containers are allowed.
 - Substitute cosmetics can be provided by the unit as needed.
- ✓ **IPODS, MUSICAL INSTRUMENTS, HANDHELD DVD PLAYERS**
 - Children may use their own iPods/MP3 **only if they have no camera and no wifi access**, which they sign out with supervision. Expensive items are prone to breakage. The hospital provides chargers for iPods & has extras to borrow.

We recommend labeling anything that belongs to your child with his or her name. The hospital cannot be responsible for theft or loss of personal items remaining in your child's possession. Given the large number of children and visitors, please be selective about the belongings that you choose to bring to the hospital.

Searches are done upon admission, when children return from a pass, and at other times when deemed necessary by the physician to ensure the safety of all patients and staff on the unit. Searches are done in such a way as to safeguard a child's privacy. Please check with the nursing staff if you have any questions.

- ★ Your child will need clothes to last for one week.
- ★ Laundry facilities are available on the unit, but it is appreciated if you are able to do laundry at home.
- ★ Personal items which are either breakable or valuable should be kept at home.
- ★ Personal toiletries will be stored in a supervised area.
- ★ Staff will supervise your child during the use of any items which present potential risk.
- ★ Your child does not need cash. We ask that any money be kept at home. Phone cards are not necessary, as your child will be able to use the hospital phones.



Inpatient Mental Health Program ~ Unit 1

USE OF EMERGENCY INTERVENTIONS

OUR COMMITMENT TO PREVENT USE OF RESTRAINT AND SECLUSION

Children who are patients always have the right to the least restrictive interventions. In keeping with its mission, the Franciscan Hospital for Children strives to prevent, reduce, and eliminate the use of restrictive emergency interventions, such as physical or mechanical restraint, seclusion, and medication restraint. The program is a leader in the use of a strength-based, child-centered, trauma sensitive treatment approach to accomplish treatment with a minimum of restrictive interventions. The program accomplishes these goals through its commitment to:

1. Creating a safe and nurturing environment where coping skills and strengths can be learned and practiced.
2. Working collaboratively with children and parents to create an atmosphere of mutual respect and hope.
3. Preventing emergencies that may lead to the use of restraint, seclusion, or nonviolent physical intervention.
4. Promoting the use of nonphysical crisis interventions.
5. Limiting the use of restraint, seclusion, and nonviolent physical intervention to emergency situations in which there is imminent risk to the patient, staff, or others, and less restrictive alternatives have not been successful, or delay would result in immediate physical harm.
6. Discontinuing as soon as possible any episode of restraint, seclusion, or nonviolent physical intervention.
7. Preserving the individual's safety and dignity when restraint, seclusion, or nonviolent physical intervention is used.

The use of restraint, seclusion, or nonviolent physical intervention poses an inherent risk to the safety and well-being of both patients and staff. Therefore, restraint, seclusion, or nonviolent physical intervention will be used only in an emergency situation when there is imminent risk of an individual physically harming herself/himself, others, or staff, and less restrictive alternatives have been unsuccessful, or a delay would result in immediate harm. You will be notified as soon as possible if such an emergency situation arises. All staff are trained in nonviolent crisis prevention techniques and strictly comply with all regulations of the Massachusetts Department of Mental Health and the Joint Commission regarding the use of emergency restraint/seclusion procedures. The program has been recognized by the Massachusetts Department of Mental Health as a leader in the prevention and elimination of restraint and seclusion and a model program for strength based, child centered trauma sensitive mental health care.

The hospital is committed to providing a safe healing environment for all of the children and teens in our program. In order to maintain a safe environment for children of many ages, with differing safety needs, please understand that we may ask you to refrain from bringing items onto the unit for the safety not just of your own child, but also taking into account range of safety needs of all of the children in our program.



Inpatient Mental Health Program ~ Unit 1

Franciscan Hospital for Children

McLean-Franciscan Child & Adolescent Mental Health Program

YOUR LEGAL STATUS AS AN INPATIENT ON A MASSACHUSETTS

DEPARTMENT OF MENTAL HEALTH LICENSED PROGRAM

Voluntary Hospitalization: If you sign in on a Conditional Voluntary basis and you wish to leave, you must notify the hospital in writing. The hospital then has 3 working days in which to discharge you or petition the district court for your civil commitment.

3 Day Involuntary Hospitalization under S. 12(b): Before being admitted for a 3 day involuntary hospitalization, you must be given the opportunity to choose conditional voluntary status. The involuntary hospitalization expires after 3 business days unless the hospital petitions the district court for your commitment. A hearing will then be conducted within 3 business days following the hospital's petition to the court.

If you have been involuntarily hospitalized under S. 12(b), at your request, the hospital is required to contact the Committee for Public Counsel Services and a lawyer will be appointed to meet with you. If you have been involuntarily hospitalized under S. 12(b) and you have reason to believe that the admission is the result of an abuse or misuse of the S. 12(b) admission process, you may request that an emergency hearing be held within 24 hours. The hospital will provide you or your attorney with a form to use for your request for the hearing.

Court Commitment: If the hospital petitions the court for your commitment, you may be required to stay at the hospital until a judge makes a decision to commit or discharge you. The court will appoint a lawyer if you cannot afford one.

Right to Appeal your Commitment: If the judge has ordered you to be involuntarily committed to this hospital and you believe you should no longer be retained here, you have the right to appeal the commitment. If you would like to appeal or have questions about your legal status, you may contact the hospital's Human Rights Officer or a legal advocate or your attorney as discussed at the end of this notice.

DAILY LIVING

Visits and Telephone: You have the right to receive visitors of your own choosing daily and in private, at reasonable times. Visiting hours may only be limited to protect the confidentiality of others and to avoid serious disruptions in the normal functioning of the facility. You also have the right to reasonable access to a telephone to make and receive confidential telephone calls, unless the call violates a criminal law or would unreasonably infringe on other persons' use of the telephone.



Inpatient Mental Health Program ~ Unit 1

When Visits or Telephone Use may be Temporarily Suspended:

Your right to visit or talk by phone with your attorney or legal advocate, physician, psychologist, clergy or social worker at any reasonable time may not be restricted. But, visits or telephone calls with others may be temporarily suspended if a visit or call in the immediate future would present a substantial risk of serious harm (based on your history of visits or calls) and there is no other, less restrictive way of preventing the harm. The restriction may not last longer than is necessary to prevent the harm and must be documented with specific facts in your record.

Mail: You have the right to send and receive sealed, unopened, uncensored mail. However, for good cause, mail may be opened and inspected in front of you, without being read by staff, for the sole purpose of preventing contraband coming into the hospital. You have the right to be provided with stationary and postage in reasonable amounts.

Personal Possessions and Searches: You have the right to wear your own clothes, to keep personal items – including certain toilet articles – as safety permits. You have the right to individual storage space, and to keep and spend a small amount of money. You have the right not to have unreasonable searches of yourself or your possessions.

Religion: You have the right to exercise your religious beliefs.

Psychological and Physical Environment: You have the right to a humane psychological and physical environment. You must be provided living quarters and accommodations which afford privacy and security in resting, sleeping, dressing, bathing and personal hygiene, reading and writing and in toileting. This does not include the right to individual sleeping quarters.

Personal Affairs: You do not lose the right to vote, hold a driver's license, marry, enter into contracts, and make a will simply because you have been admitted to a psychiatric hospital or unit. However, these rights may be affected by the terms of a guardianship or by your mental status.

CARE AND TREATMENT

Right to Treatment: You have the right to receive treatment which is suited to your needs and which is administered skillfully, safely, and humanely with full respect for your dignity and personal integrity.

Information about your Illness and its Treatment: You have the right to be told the nature of your illness, why the clinicians believe that you need treatment, and what alternative treatments are available. You have the right to be told the name and position of your physician and other staff responsible for your care and treatment.

Right to Consent and Refuse Treatment: You have the right to consent to or refuse psychiatric medication or other treatment except in an emergency or when a court has appointed a guardian to give consent for you or when a court has ordered a particular treatment. Before giving your consent to any treatment or research, you have the right to be informed of its purpose, risks, side effects and likely outcome, as well as alternative treatments available (including the alternate of no treatment.) You may change your mind and withdraw your consent at any time after giving it.



Inpatient Mental Health Program ~ Unit 1

Access to your Records: You have the right to see your own treatment records unless this would result in serious harm to you. Your attorney may inspect your treatment records. Your records may also be released to others when a decision is made that this would be in your best interest. Any decision regarding release of your records may be appealed to the head of the hospital and then to the Department of Mental Health.

Participation in Treatment Planning: You have the right to participate in planning and implementing your treatment to the maximum extent possible.

Participation in Research: You have the right to choose whether to participate as a research subject or in any treatment examination whose primary purpose is educational or informational. If you choose not to participate, your refusal will not affect your access to essential care.

Restraint and Seclusion: You may be restrained or secluded only in an emergency, when there is an immediate and substantial danger to yourself or others. You may be secluded or restrained only for as long as is necessary to protect you or others from harm, and your condition must be carefully monitored during restraint or seclusion. If restraint or seclusion is used, you will be given an opportunity to comment on its use and the circumstances leading up to it.

Rules, Regulations and Laws Governing your Treatment: You have the right to review a copy of the rules and regulations that relate to your care and treatment at this hospital. You may have additional rights granted by other state or federal laws and regulations.

FILING A COMPLAINT AND FINDING OUT ABOUT YOUR RIGHTS

Filing a Complaint: You have the right to file a complaint if you believe your care or treatment is inhumane, dangerous or illegal. The Human Rights Officer at this hospital or other staff can explain the process and help you file a complaint.

Access to Legal Advocacy Organizations: Upon admission and upon your request at any time, you must be provided with the name, address, and telephone number of the Mental Health Legal Advisors Committee, Committee for Public Counsel Services, the Protection and Advocacy organization and any other organization with provides free legal assistance to psychiatric patients. You must also be provided reasonable assistance in contacting attorneys or paralegals from these organizations, and you may meet with one of these attorneys or paralegals if they visit the hospital.

More Information: Additional information about your rights or how to obtain legal assistance may be obtained from the hospital's patient handbook, from your Human Rights Officer or from other staff.

Your Human Rights Officer is Jonathan Parkhurst
He can be reached at 617-254-3800 x3333 or cell 617-817-9197



The Role of the Family

Philosophy of Family Centered Care

Family-centered care is founded on the belief that the needs of the child can best be met when family and health care staff work together as a team. Excellence in healthcare delivery occurs when the expertise of all team members is incorporated in the decision making process. In an effort to ensure we are responsive to the needs and choices of each family, we embrace the concepts of Family-Centered Care.

As key concepts of Family-Centered Care include open and honest communication between patients, their families and health care staff; and empowering families to join in their child's health care journey, we have developed a Family Advisory Council. The Council is a formal advisory group of patients, caregivers and staff that enables direct input and influence on policies, programs, and practices impacting children and families.

There are three Family Advisory Councils at Franciscan Hospital for Children. Our facility is diverse in the nature of the services provided. Our continuum of care includes inpatient, residential, educational, surgical, outpatient and home care. Each council is designed to address the more specific goals related to these specialized programs.

- Medical Inpatient and outpatient, diagnostic services and Medical Day Care
- Behavioral Health
- Educational (Kennedy Day School and Kennedy Hope Academy)

If you are interested in joining the Family Advisory Council please visit the hospital's website:

<http://www.franciscanhospital.org/>

PASTORAL CARE

In keeping with our hospital's mission of healing, chaplains are available to respond to the needs of patients and families with caring presence. Pastoral services are available to patients and families of all religious and spiritual traditions. The chaplains, together with our health care professionals, serve as members of an interdisciplinary team caring for the children.

The Reflection/Prayer Room is located in Building 3 on the 1st Floor. It is offered as a place for prayer, solace and peace. It is open 24 hours a day. Chaplains are available in the hospital Monday through Friday, 7:30 AM to 4:00 PM or by appointment. A chaplain is on-call 24 hours a day, 7 days a week.

Call 617-254-3800 and ask the operator to contact the chaplain on-call.



The Role of the Family

INTERPRETER SERVICES

We strive to provide quality medical, behavioral and educational services which include enhanced communication services. Franciscan's interpreter staff is available for families who are limited English proficient. The interpreters are members of the International Medical Interpreter Association (IMIA) based in Massachusetts, and have at least one year of experience in medical interpretation. These services are available for all languages.

Sign language interpreters who are credentialed by the Commission for the Deaf and Hard of Hearing are also available. Telephone Devices for the Deaf (T.D.D.) are available as well.

FOOD SERVICES FOR PATIENTS

Children are provided with snacks and balanced meals with several choices at each meal selected by a nutritionist. Your child may receive an additional nutritional consult at your request or the request of your child's treatment team, if special dietary or medical conditions warrant modification of that diet. You may bring small amounts of food or special treats to share with your child during a visit or meal together. However, due to sanitary codes, we do not store any uneaten food brought from outside the hospital. Please note that glass bottles and aluminum cans are not allowed on the unit. It is also recommended that you not bring caffeinated drinks for children.

FOOD SERVICES FOR VISITORS

The following is offered by the dietary department for your convenience.

The hospital cafeteria is located in Building 1, Floor 1 with hours from 7am to 10:15 pm and from 11am to 1:30 pm, Monday through Friday.

The Café at Franciscan features many options including pizza, wraps, deli, home-style entree, grill, salad bar and more. We proudly brew New England Coffee. Every day a heart healthy Entrée, Vegetarian Entrée with a Special Deli option are offered. Regular visitors may take advantage of our Coffee Club Program. All major credit cards are accepted.

Vending machines are located in Building 3, floor 1 and are available 24 hours a day, 7 days a week. Coffee and tea are available in the parent rooms at night and also on the weekends during the day. The dietary department is committed to helping children, families and visitors feel more comfortable.

Questions or comments, can be directed to:

Dietary Director Ext. 1420
Dietary Manager Ext. 1430



The Role of the Family

BIOETHICS

Bioethics is the discipline dealing with ethical situations that arise in healthcare. The process is used to study decisions in medicine and science that touch upon our health, lives, society and environment. It is concerned with questions about basic human values such as the right to life and health, and the rightness or wrongness of certain developments in healthcare institutions including life sustaining technology and medicine. Bioethics involves issues relating to the allocation of scarce resources, palliative care and the right to refuse care. Franciscan Hospital for Children has an active Bioethics Committee. If you have any ethical issues related to a conflict of care, ask a hospital staff member for a Bioethics Request for Case Review form

PATIENT RIGHTS

Your child and you deserve care, treatment and services that safeguard your dignity and respect your psychological and spiritual values. Our staff supports your right to fully understand your child's care plan and be involved with treatment decisions; to express your concerns without fear of retribution and have them addressed in a timely manner. You may also have a choice in the members of your care team, to obtain a copy of your child's health record and have the information kept confidential. In keeping with law and regulation, Franciscan retains medical records for 20 years after the date of discharge.

As a member of the care team, you also have the responsibility to provide information necessary to support the most effective care plan, ask questions, and respect other members of the care team. Our goal is to work with you in all aspects of your child's care, treatment and services.

INFORMED CONSENT

You, as the patient (or guardian), are responsible for assisting in treatment. To help you, we will provide you with information needed to make responsible decisions. You should receive information about: 1) the nature of the proposed care, treatment or procedures, including information about medications; 2) potential benefits, risks, or side effects of this care or treatment; 3) the likelihood of achieving goals; 4) reasonable alternatives; and 5) the relevant risks, benefits, and side effects related to alternatives (including the possible results of not receiving treatment).

TREATMENT DISAGREEMENTS

If you disagree with the Hospital's staff about the course of treatment, you may consult with the Patient Advocate or refer your child's case to the Bio-Ethics Committee for assistance in resolving the disagreement. Hospital staff are highly trained and will make all decisions about how a treatment is technically implemented. However, if you disagree with a course of treatment and do not consent to the course of treatment, your instruction will be honored, unless doing so would be abusive or neglectful toward your child.



The Role of the Family

We believe in open communication between our staff and everyone who is involved in your child's care. We may, from time to time, offer information and observations to you to help you evaluate decisions, and this information is offered in a constructive and collaborative manner. All medical decisions will be based on the patient's identified care, treatment, and service needs and in accordance with our policies. We will respect your child's physical, emotional, psychological, and spiritual needs at all times.

A full copy of patient rights and responsibilities can be found on our website at www.franciscanhospital.org.

REPORTING QUALITY/SAFETY CONCERNS

Your concerns are taken seriously and we want to hear from you if you are not satisfied with any part of your care at Franciscan Hospital for Children. If you have concerns about the safety or quality of care provided by Franciscan Hospital for Children you should report these concerns to any member of the staff. Shift Supervisor, Department Manager/Supervisor are also available to hear your concerns. To make a formal complaint, The Patient Advocate is also available by calling x7723. You may also communicate your concerns to the Quality Department by contacting the switchboard operator and asking to be connected to the Director of Performance Improvement.

If you are a Medicare subscriber, we want you to know that you also have the right to have your concerns reviewed by a Quality Improvement Organization (QIO). QIO's are contractors for Center for Medicare and Medicaid Services responsible for reviewing the appropriateness and quality of care rendered to patients in the hospital setting. The Hospital will report your concern to the QIO at your request.

Your satisfaction is important to us and we will make every effort to work with you to create the best healthcare experience. We hope that you never feel the need to seek external assistance to resolve a care related issue but in the event you do, we want to ensure you have contact information to these agencies.

The Board of Registration in Medicine

10 West Street, Second Floor
Boston, MA 02111
Telephone: (617) 727-1788

Telephone (617) 748-2000

Department of Mental Health

25 Staniford Street Boston, MA 02214
Telephone (617) 626-8000

The Division of Healthcare Quality

Department of Public Health

99 Chauncy Street
Boston, MA 02111
Telephone: 1-800-462-5540

Department of Early Education and Care

600 Washington St., Suite 6100
Boston, MA 02111
Telephone (617) 988-6600

The Joint Commission Office of Quality Monitoring

1 Renaissance Blvd
Oakbrook Terrace, IL 60181
Telephone: 1-800-994-6610

The Department of Children and Families

24 Farnsworth Street
Boston, MA 02210



The Role of the Family

NOTICE OF INFORMATION PRACTICES

Patient Privacy

At Franciscan Hospital for Children, patient privacy is a priority. We follow strict federal and state guidelines to maintain the confidentiality of our patients' health information.

How do we use Health Information?

We use patient health information to treat patients, to obtain payment for services, and to conduct normal business known as health care operations. Examples of how we use information include:

Treatment- We keep a record of each visit and/or admission. This record may include test results, diagnoses, medications, and the patient's response to medications and other therapies. This allows doctors, nurses and other clinical staff to provide the best care to meet our patients' needs.

Payment- We document the services and supplies each patient receives at each visit or admission so that you, your insurance company, or another third party can pay us. Under Federal Privacy Rules we may tell your health plan about upcoming treatment or services that require their prior approval.

Health Care Operations- Medical information is used to improve the services we provide, to train staff and students, for business and operational management, performance improvement and for customer service.

Compliance- The goal of the Massachusetts Immunization Information System (MIIS) is to give health care providers and families a tool to help ensure that all individuals are immunized based on the latest recommendations. The MIIS will establish a complete, accurate, secure, real-time immunization record for residents of Massachusetts of all ages. Franciscan Hospital for Children participates in this important initiative.

A full notice of Information Practices is available on the Hospital's website at www.franciscanhospital.org



The Role of the Family

FINANCIAL RESPONSIBILITY

For most services that we provide, reimbursement is made by a third party payor, such as Medicaid or an HMO. In such cases we will ask you for verification of your insurance coverage and will ask you to sign a form that allows us to bill directly for the services.

Sometimes a “co-pay” may be due, depending on your insurance plan. If a co-pay is due, we will collect it at the time of service.

If there is a question as to whether the services to be provided by the Hospital are covered by your HMO or other payor, we will notify you in advance that you may be responsible for the charges. In this case we will ask you to sign a form acknowledging that you may be responsible for the charges.

SPEAK UP

We at Franciscan Hospital for Children are committed to providing excellent care to our patients and residents. And we believe that families and health care providers must work together to form a trusting partnership to meet the needs of the children. Therefore we urge you to take an active role in your child’s care by Speaking Up. The Speak Up program, sponsored by The Joint Commission, empowers and educates patients and families to ask questions and become their own health care advocates. The following material provides simple advice on how you and your child can make your care a positive experience. Thank You for being part of your child’s healthcare team!

Speak up if you have questions or concerns. If you still don't understand, ask again.

- Your well being is important. Do not be embarrassed if you don't understand something that staff tells you.
- Don't be afraid to ask about safety.
- Don't be afraid to tell staff if you think you are about to get the wrong medicine.
- Let staff know about interventions that have worked for you in the past.
- Let staff know your goals and wishes.

Pay attention to the care you get. Make sure you get the right care by the right professionals. Don't assume anything.

- Tell staff or their supervisor if something doesn't seem right.
- Know what time of day you normally get medicine. If you don't get it tell your care staff.
- Make sure staff check your identity. Make sure they ask your name before giving you any medicine.

Educate yourself about your care. If a family member or friend needs care, find out about their care. Learn about the treatment or service plan.

- Ask staff about their qualifications.
- Look for information about your problem. If a family member or friend needs care, find out about their problem. Good places to get information are from people who have had similar experiences, care staff, the library, respected websites, support groups, and peer supports.
- Write down information that staff tells you. Ask staff if they have any written information you can keep.
- Read all forms. Make sure you understand them before you sign anything. If you don't understand, ask staff to explain them.

Ask a trusted family member, friend or peer to be your advocate (advisor or supporter).

- Your advocate can ask questions that you may not think about when you are stressed.
- Your advocate can help remember answers to questions you have asked. They can speak up for you when you cannot speak up for yourself.
- Read the consents for care with your advocate before you sign them. Make sure you both understand exactly what you are agreeing to.

- Your advocate should know what to look for if your needs change. They should also know who to call for help.
- Ask staff for a crisis telephone number in your community.

Know what medicines you take. Know why you take them. Medicine errors are the most common health care mistakes.

- Ask why you should take the medicine. Ask for written information about it. Find out its brand and generic names. Ask about the side effects of all medicines.
- If you do not recognize a medicine make sure that it is for you.
- When you get a new medicine tell your doctor about your allergies. Tell him or her about any bad reactions you have had to other medicines.
- If you take a lot of medicines ask your doctor or pharmacist if it is safe to take them together. Do the same thing with vitamins, herbs and over-the-counter drugs.
- Make sure you can read the handwriting on prescriptions written by your doctor. If you can't read it, the pharmacist may not be able to either.

Use an organization that you have checked out before you get services. For example, The Joint Commission visits organizations to see if they meet The Joint Commission's quality standards.

- Ask if they have experience helping people like you. People with the same kind of problems.
- When it is time to leave, ask about follow-up care. Be sure you understand what your next steps are.
- Go to Quality Check at www.qualitycheck.org to find out if an organization is "accredited." Accredited means that the organization works by rules that make sure that safety and quality standards are followed.

Participate in all decisions about your care. You are the center of the care team.

- You and your staff should agree on the steps and time frame of your care.
- Know who will be taking care of you. Know the goals or outcomes of your care.
- Speak up about your personal goals.
- Talk with another clinician if you are unsure about the best care for you. The more information you have about the care available to you, the better you will feel about the decisions made.

The goal of the Speak Up™ program is to help patients become more informed and involved in their health care.



Neighborhood Resources

LAUNDRY

STAR DRY CLEANER

1439
Commonwealth
Ave.,
Brighton Wash
Dry & Fold.
Call for cost and turn over time.

BANK/ATM's

BANK OF AMERICA

5 Chestnut Hill Ave., Brighton

CITIZENS BANK

414 Washington Street, Brighton

METROPOLITAN CREDIT UNION ATM

1st Floor, Franciscan
Hospital for Children

WESTERN UNION

SUPER 88 MARKET

1 Brighton Avenue, Allston

ALL CHECKS CASHED

140A Harvard Avenue, Allston

COFFEE

DUNKIN DONUTS

344 Washington Street, Brighton

ST. MARGARET'S CTR

St. Elizabeth's Hospital
766 Washington Street, Brighton

STARBUCKS

470 Washington Street, Brighton

SUPERMARKETS

SUPER STOP & SHOP

60 Everett Street, Allston

SHAW'S

1065 Commonwealth Avenue, Allston
370 Western Avenue, Brighton

TRADER JOE'S

1317 Beacon Street, Brookline

DRUG STORES

CVS

472 Washington
Street, Brighton
1255
Commonwealth
Ave., Allston

RITE AID

181 Brighton Ave., Allston

SHOPPING MALLS

ARSENAL MALL

485 Arsenal Street, Watertown

WATERTOWN MALL

550 Arsenal Street, Watertown

HAIR SALONS

BELLAGIO HAIR & SKIN

1 Henshaw Street, Brighton, 617-783-8800

OZMA HAIR DESIGN

333 Washington Street, Brighton, 617-783-
2811

SUPERCUTS

1930 Beacon Street, Brookline, 617-277-
1136

RESTAURANTS

Each unit has a book of menus for
local restaurants, most of whom deliver.

Please call guest relations 617-254-3800
x5674 for other services you may need.





Religious Services

ROMAN CATHOLIC

Mass is held on the first Sunday of each month at 10:00 am in the Building 3 Conference Room and on Mondays at 12 noon in the Chapel on the first floor. Schedules will be posted.

St. Anthony
43 Holton Street
Allston 617-782-0775

St. Gabrielle
139 Washington Street
Brighton 617-254-6582

CHRISTIAN

Abundant Grace Church
326 Washington Street
Brighton 617-789-4843

Brighton Congregational Church
404 Washington Street
Brighton 617-254-7841

**St. Luke/St. Margaret
Episcopal Church**
5 St. Luke's Road
Allston 617-782-2029

Community of Faith Christian Fellowship
198 Strathmore Road
Brighton 617-783-2833

Community United Methodist Church
519 Washington Street Brighton
617-787-1868

Hill Memorial Baptist Church
279 North Harvard Street
Allston 617-782-4524

Int'l Community Church
557 Cambridge Street
Allston 617-782-8120

**New Heart & New Spirit
Evangelical Church**
519 Washington Street
Brighton 617-653-7234

United Pentecostal Church
73 Brooks Street
Brighton 617-782-8391

JEWISH

Beth Chomesh Synagogue
29 Chestnut Hill Avenue
Brighton 617-787-5507

Temple B'nai Moshe
1845 Commonwealth Avenue
Brighton 617-254-3620

OTHER

Islamic Society of Boston
204 Prospect Street
Cambridge 617-876-3546

Boston Korean Love Church
279 N. Harvard Street
Allston 617-789-5683

Please call to confirm service time.





Directions

To Franciscan Hospital for Children

Franciscan Hospital for Children is located at 30 Warren Street in the Brighton neighborhood of Boston, minutes from the Mass Pike, Commonwealth Avenue, and the Longwood Medical Area. Free, on-site parking is available.

By MBTA

Green Line

Take "B" line train (Boston College)

Get off at Warren Street Stop on Commonwealth Avenue

Bus

Take "B", "C", or "D" Green Line train to Kenmore Stop

#57 bus from Kenmore Station, get off at Warren Street stop

By Car

When using Mapquest, or a similar web-based map tool, please do not confuse our location with Warren Avenue in Boston's South End neighborhood. The safest way to search for driving directions is to use our zip code: 02135.

From North

Route 1 South or Route 93 South to Storrow Drive West. Follow Newton/Arlington signs to the Mass Pike exit. Bear left off exit onto Cambridge Street. Follow signs to Allston/Brighton. Travel 1.7 miles. Turn left at lights onto Warren Street. Hospital is on left.

From South

Route 3 to Route 93 North to Mass Pike (Route 90) West. Take exit 20 and follow signs to Allston/Brighton. Travel 1.7 miles. Turn left at lights onto Warren Street. Hospital is on left.

From West

Mass Pike (Route 90) East to exit 18. Follow Allston/Brighton signs to Cambridge Street. Travel 1.7 miles. Turn left at lights onto Warren Street. Hospital is on left

Franciscan Hospital for Children Campus

