**TURNING POINT** is Saint Mary’s Regional Health System’s 19-bed, acute-care psychiatric unit for adults ages 18-64. In this secure, inpatient environment, Turning Point delivers compassionate, quality care for patients on the journey toward hope and healing. Our team includes psychiatrists, a psychiatric nurse practitioner, social workers, recreational therapists, and psychiatric nurses who work together to provide patients with individualized care for a positive outcome.

**Welcome to Turning Point**

The TURNING POINT staff warmly welcomes you to the Inpatient Behavioral Health Program. Our Treatment team has the knowledge and skills to treat many conditions, including depression, incapacitating anxiety, schizophrenia, bipolar disorder, and other mental illnesses.

The staff is committed to helping our patients toward recovery with a quick return to family and friends. We will do our best to understand your concerns and provide services that will most benefit you at this difficult time.

*What should I do when I get here?*

When you arrive you will be thoroughly examined and your possessions will be searched. You may not be allowed to keep certain possessions including your cell phone, belt, shoelaces, wallet, paperwork, etc. This is for you and your possessions safety, since there is nowhere for you to lock your possessions in your room.

You will be asked to sign consents when you arrive. Although this means that you are here voluntarily, it does not mean you are allowed to leave the unit. Patients only leave if there is a medical issue that needs to be checked out in a different area of the hospital. Some patients are here involuntarily, meaning that a doctor or someone else in authority has initiated a 3-day hold (or commitment) because the patient is at high risk for self harm if released from the facility. All patients here involuntarily will be taken to the Pope County courthouse and allowed to explain to a judge why the hold is not necessary. [Please keep in mind that the 3 days do not include the weekend or holidays]

You will be asked to provide a password or code that you can give to your friends or family. This allows your friends or family to call the unit and talk to you. Without the password, we do not even tell anyone that you are here. Also, we do not give any of your information to anyone without your signed consent.

**MY PASSWORD IS:** ____________________________

*What will I be doing while I am here?*

- **Group Therapy:** Various types include, education groups, process group, and goals group
- **Recreational Therapy:** A certified recreational therapist conducts groups that help patients utilize diversional/therapeutic activities.
• **Medication Management**: Psychiatrists or Psychiatric Nurse Practitioners will see you most days and will adjust your medication as appropriate.
• **Family Meetings**: These are coordinated with a social worker as needed.
• **Workbooks and Journals**: The workbook and journaling has proven to be very beneficial for working through personal issues.
• **Quiet Time**: Day Room 2 is a quiet zone to draw on the wall, work on puzzles, or read books.

**Who are the members of the treatment team?**

• Psychiatrist of Psychiatric Nurse Practitioner
• Social Worker
• Discharge Planner
• Recreational Therapist
• Nurses
• Mental Health Technicians

**Other frequently asked questions:**

**What will I wear while in the hospital?** Many patients will start out in paper scrubs while their clothing is being washed. Most patients then wear personal clothing without a belt or strings. All clothing must be appropriate – no revealing or short shorts are allowed. Boots are also not allowed.

**What can be brought in to the hospital for me?** You may have 3 sets of clothes and nighttime attire (no robes). Personal care items such as shampoo, deodorant, combs, razors, etc. are provided by the hospital. PLEASE DO NOT ASK FAMILY MEMBERS TO BRING THESE ITEMS.

**What can I use to write with?** You may check out short pencils (often called golf pencils). Regular pencils and pens are not allowed to be used by a patient except when signing legal documents under the supervision of staff.

**When is visitation?** Monday – Sunday, 2:00-3:00 PM, only two visitors at a time, and no one under 16 years-old. Visitors are not allowed to bring in purses, phones, food, drinks, or drugs of any kind.

**Can I smoke?** Saint Mary’s Regional Medical Center must follow Arkansas law. Smoking is NOT allowed on the premises.

**What phone number does my family or friends use to call me?** 479-964-5905
(Please note that the phone is turned off during group to encourage attendance)

**Can I get mail?** Yes, but keep in mind that stays are often short and letters will not be forwarded.

Address:
When are the meal times? Breakfast is at 7:30 AM, Lunch is at 11:30 AM, and Supper is at 5:30 PM. Snacks are also provided; please check the unit schedule for times.
**What about church services?** Church services are held on Sunday morning. Please ask a staff person for the specific time.

**Can I speak to a minister or other clergy?** Yes. We will make every effort to ask clergy of the denomination your request; however, we may not be able to accommodate your request. If the clergy of your request is not available, we will make sure you are notified of who is available to speak to you.

**What is telepsychiatry?** Telepsych is where the patient sees the doctor over a television screen – much like Skype. However, telepsych goes through very secure lines to ensure complete confidentiality. Our doctors use telepsych to see our patients due to the shortage of psychiatrists in the area.

**What about sexual intimacy?** Patients often form friendships with other patients on the unit and with staff. Sexual intimacy is not permitted on the unit. Visits with other patients should be done in the dayrooms and not in a patient bedroom.

**What is unacceptable behavior?**

- Threats of violence towards staff or other patients.
- Destruction of hospital property.
- Sexual acting out or intimacy with another patient.
- Smoking.
- Cheeking or hiding medication.
- Taking items from other patients.
- Hiding potential weapons.

**When can I be discharged?** Most patient’s length of stay is between 3 – 7 days. All patients must have an appropriate discharge plan prior to being discharged. An appropriate plan includes outpatient follow-up appointments for therapy and or medication and often an appointment with your primary care doctor for any current medical issues. You must also have a safe place to go to. The Discharge Planner or Social Worker will work with you to develop your discharge plan. The planning for your discharge starts at admission, so it is important to be thinking about where you want to go at discharge.

**Why is staff asking me questions about the services I received at Turning Point?** Turning Point participates in Continuous Quality Improvement (CQI) which helps us to determine what aspects of the program are working and which ones could be improved. Your honest answers helps to perform our mission better and we appreciate your willingness to participate.