



To heal, help, and inspire hope

Acute Program Contact Information:

Patient Confidentiality Number: _____

3100 WING: (406) 444-1093

3900 WING: (406) 444-7510

ACUTE UNIT MANAGER:

- Anna Sacry, RN (406) 444-1008

PROVIDERS:

- Dr. Keith Foster (406) 444-7578
- Dr. Seth Simpson (406) 444-1176
- Nikki LaRue, PMHNP (406) 444-1140
- Jenifer Swigart, PMHNP (406) 444-1153

THERAPISTS:

- Dalton Mainwaring (406) 444-1068
- Tammie Ellington (406) 444-1134
- Krystle Gawel-Kulesa (406) 444-1071
- Kelly Sauter (406) 444-1124
- Courtney Rogaski (406) 444-1107

UTILIZATION REVIEW SPECIALIST:

- Faye Eidt (406) 444-7567

PATIENT CARE COORDINATOR:

- Colleen Benson (406) 444-1164
- Autumn Merzlak (406) 444-1040
- Kendra Conway (406) 444-1041

Introduction:

Welcome to the Acute Treatment Program at Shodair.

The Acute Program can serve up to 30 patients ranging in ages from 3-18. Our patients are separated into 10 patient milieus, two milieus for adolescents (12-18) and one milieu for children (3-11).

** Age ranges are flexible based on patient need.*

The acute teams are committed to transparent, open communication to promote a culture of safety; please feel free to call and ask questions at any time.

Most patients stay in Shodair Acute Treatment for an average of seven to ten days. Treatment for each child is individualized to meet the needs of the individual and family, so length of stay may vary based on your needs and insurance coverage.

About Shodair:

Our Mission: To heal, help, and inspire hope.

Shodair Children's Hospital has been caring for Montana families for over 120 years. We started as a home for orphaned and abandoned children in 1896. It is now a hospital that provides psychiatric care for children and genetic services for

Shodair Children's Hospital is proud to be Montana's only Children's Miracle Network Hospital. It's also the only Behavioral Health Hospital that is part of the Children's Miracle Network.

Every penny of every dollar that is raised during a CMN fundraiser supports Shodair directly. Donated funds help cover costs for Montana families who cannot afford care.

Visiting Hours:

Family visits are available by appointment through your child's therapist 7 days a week between the hours of 9am and 5pm.

Please see page 16 for additional information on visitation.

Phone Calls:

We encourage daily phone contact with your child. We encourage all patients to attend therapeutic programming to promote their growth and healing and do not interrupt programming for phone calls unless prearranged with their therapist. Please call your child's unit for phone call times. (Unit phone numbers can be found on pages 1 and 2).

For your child's safety and confidentiality, only the people who are on the Phone/Visitor Log **and** have the confidentiality number will be allowed to talk on the phone or visit your child. We are unable to give any information to individuals who are not both on the Phone/Visitor Log and provide the confidentiality number. The parent/guardian with the therapist decides who is on the phone/visitor log. Please talk to your child's therapist if you want to restrict any phone privileges.

Mail:

Your child may get and send mail while at Shodair (patient postage is provided). You may send mail to the following address:

Your Child's Name

Wing

Shodair Children's Hospital
P.O. Box. 5539
Helena, MT 59604

Treatment Team Roles and Responsibilities:

Your child will be assigned a treatment team made up of the following people:

Primary treatment team members:

- Attending Child & Adolescent Psychiatrist or Nurse Practitioner
- Primary Therapist
- Unit Manager

Other treatment team members:

- Registered Nurse (RN)
- Recreation Therapist
- Patient Care Coordinator
- Mental Health Technician (MHT)
- Unit Assistant
- Clinical Intake Specialist

Possible consultants:

- Psychologist
- Speech/Language Pathologist
- Registered Dietician
- Licensed Addictions Counselor (LAC)



Artwork by a Shodair patient

Licensed Practitioner: Shodair's team of Licensed Practitioners are trained with a focus on psychiatric care. The Child and Adolescent Psychiatrist or Psychiatric and Mental Health Nurse Practitioner leads the team and is responsible for final decisions about your child's treatment. Licensed Practitioners meet with patients individually and consult regularly with other treatment team members.

Unit Manager: Supervises the treatment team in all aspects of patient care. The Unit Manager also makes sure that the unit environment is safe and therapeutic.

Primary Therapist: Through family and individual sessions the therapist helps patients and families cope with psychiatric illness and its impact on their lives. The Primary Therapist leads group therapy several times a week.

Certified Therapeutic Recreation Therapist: Helps children improve their lives through structured group activities. These activities help children develop social skills, explore leisure interests, and improve their level of participation. Patients may also identify barriers to involvement and explore meaningful ways to make the best of their leisure time.

RN/LPN: Organizes and carries out patient care; dispenses medication, provides ongoing assessments of your child's wellbeing and leads educational support groups. Supervises all aspects of day to day patient care.

MHT: MHTs provide emotional and behavioral support to your child throughout the day. They also assist with activities of daily living and facilitate unit activities.

Unit Assistant: Organizes day to day operations on the unit. Arranges patient appointments and organizes medical records.

Clinical Intake Specialist: Works with patient, family, and insurance carrier to provide the best service allowed under policy coverage. A clinical intake specialist also coordinates admissions and referrals.

Patient Care Coordinator: The PCC coordinates and facilitates monthly Treatment Team Meetings. The PCC assists in discharge planning and aftercare arrangement.

Programming:

We have many different types of programming geared to meet the needs of all adolescents we serve. The expectation is that all patients attend programming. The foundation for our treatment approach is rooted in the Sanctuary Model.

Acute Therapeutic Groups:

Acute Programming is made up of several dynamic groups designed to teach children about emotional intelligence, healthy relationships, nonviolence, social responsibility, communication and personal growth. These groups include:

Group Therapy

- Focuses on building skills in crisis intervention, distress tolerance, emotion regulation, self-awareness, and interpersonal relationships.
- Patients are able to learn about and practice these skills both in and out of the group setting with the support of staff.

Recreation Therapy

- Patients are given the opportunity to learn new games where social skills, team work, and physical fitness come together in a fun and safe environment.

Activities Group

- Structured time to promote the development of fine motor skills, as well as, offering the opportunity for grounding and calming activities. These activities also help develop team work and sense of community.

Circle Ups and Community Meetings

- Community Meetings are held each morning. Community Meetings focus on helping adolescents name their feelings, create goals for the day and identify one trusted adult they can go to for help that day. Circle Ups are held throughout the day as needed to check in as a group or plan for the day.

Milieu Meetings

- Milieu Meetings are one way that we grow a sense of Community within the Acute Program. Staff and patients come together to discuss announcements, problem solve, and talk about concerns and ways to improve the unit. The agenda includes introductions, good-byes, safety concerns, peer issues, accountability, and appreciations.



Artwork by Shodair Patients

Active Activities

- Patients participate in an exercise activities daily. These activities can include visits to the gym time, outside time, yoga, or other creative movement activities.

Unit Based Activities

- Topics include building healthy relationship, emotional and physical wellness, social skills, building healthy values, healthy decision making and identifying coping skills..
- Activities may include team building activities, therapeutic media groups, arts and crafts, sensory groups, coping skills groups, community building activities, and mindfulness activities.

Sanctuary at Shodair:

Sanctuary is an organizational wide model that focuses on the way that we interact with each other which directly impacts the quality of care that we give our patients. Sanctuary is a driving force behind the therapeutic work completed at Shodair. Sanctuary addresses the ways in which trauma, adversity, and chronic stress impact individuals and systems. The two basic assumptions about human beings that are the foundation of the Sanctuary Model are:

**Adversity is an inherent part of human experience. These experiences shape the way that people behave.*

**Resilience in people is inherent. People can heal from adversity.*

With these beliefs, we can have a greater impact on our patients and create a healing, nurturing environment. This applies to both our staff and patients. The tools utilized in the Sanctuary Model reinforce the structure of trauma informed care that we practice at Shodair.

Community Meeting:

The Shodair Community completes multiple community meetings each day to understand how to serve one another with emotional intelligence. There are three questions asked in each community meeting– you will be asked to participate in community meetings with your child.

Safety Plans:

During your child's time on Acute, they will be asked to make a Safety Plan. Safety Plans include a list of coping skills that can be used in the moment when they are feeling stressed, overwhelmed or having difficulties managing their emotions.

Safety Plans are reviewed and updated often.

Shodair Commitments:

At Shodair Children's Hospital, we commit to seven Sanctuary Commitments to promote an environment that fosters healing and wellbeing. These commitments guide the way we treat one another and the ways we make organizational decisions.



Nonviolence– promoting physical, emotional, social and moral safety.

Emotional Intelligence– managing our feelings so we do not hurt ourselves or others. Understanding how your actions may affect other's feelings.

Open Communication– overcoming barriers to healthy communication. Learning conflict management and how to openly express feelings.

Social Learning– respecting and sharing ideas in the community.

Social Responsibility– contributing to the community and maintain accountability.

Democracy– Shared governance; ideas are shared but not everyone gets a vote.

Growth and Change– adapting to new things and being hopeful for the future.

Patient Safety:

One of our most important responsibilities at Shodair Children's Hospital is the safety of your child. All children are checked on by a member of our nursing staff at least every 15 minutes (more often if needed), 24 hours a day.

Our staff has many other ways that we keep your child safe. For example, all direct care staff are trained in verbal de-escalation techniques and ways to help calm children. Our direct care staff are also trained in safe ways to restrain violent or aggressive patients.

Our hospital also has many safety features that are part of the building. They include:

- Specially designed bathroom and shower fixtures.
- Cameras in all patient care areas, except bathrooms.
- Sensory Rooms that are designed to provide a relaxing, private space to calm.
- Specially designed "quiet rooms" to help children who get violent to calm safely in a private and secure area. These rooms are directly monitored by staff.
- All exit doors are locked and require staff to open them.
- All interior doors in the patient care areas are locked and require a staff member to open either with a key/badge.

Shodair is a locked facility, not a secure campus, thus when patients are outside, the possibility of an elopement is higher. Elopement prevention is a priority and Shodair undertakes precautions to reduce the possibility that a patient will elope. If a patient elopes, law enforcement will be notified to assist in the safe return of the patient to Shodair Children's Hospital.

Safety Precautions:

Our nursing staff assesses each patient daily for safety. If it is determined that a patient is a potential safety risk to harm them self or others they may be put on a safety precaution. Our most commonly used safety precautions include Suicide Precautions (risk to self), Elopement Precautions (risk to self), and Non-Violence Precautions (risk to others). If your child is placed on a safety precaution, it may affect their ability to participate in certain activities (for example swimming). You will be notified each time your child is placed on a precaution or taken off of a precaution.

Confidentiality and Patient Rights:

For your safety and that of everyone at Shodair Children's Hospital, we will protect your confidentiality. Patient information may be released only when an "Authorization of Release of Health Care Information" form has been signed and/or the patient confidentiality number has been provided. A copy of the Patient Bill of Rights and Privacy Practices are included in this pamphlet.



Artwork by a Shodair patient

It is also important for you to know that we are required by law to report any suspected child abuse and neglect, or child abuse alleged by anyone. If you have questions about patient rights or safety at any time, please let us know right away.

Shodair Children's Hospital

Toll Free: 1-800-447-6614

2755 Colonial Dr. Helena, MT 59601

P.O. Box 5539 Helena, MT 59604

Admission's Line: (406) 444-7521

Admission's Fax: (406) 444-1039

What Happens if my Child Gets Sick or Hurt?:

Every direct care staff at Shodair Children's Hospital is certified in CPR and First Aid. There are registered nurses working 24 hours a day, available to assess and give treatment as needed for your child. There is also a Manager and Licensed Practitioner on call every day around the clock. In emergency situations, Shodair works with local health care providers, like pediatricians or dentists, to give specialized care to your child. A support staff member always goes with your child to these appointments.

Personal Belongings:

All basic hygiene supplies are provided. You may bring personal hygiene supplies if you wish, but they must be alcohol free. Bedding supplies are also provided, but your child may also bring a pillow and favorite blanket.

All items are checked for safety. Potentially unsafe items (strings longer than six inches, sharp objects, etc.) are removed with your consent and items are labeled with your child's initials. All items are entered onto a "Belongings Sheet" with a description of each item. *We ask that no items of monetary or sentimental value are brought to Shodair due to risk of things being lost or broken.*

Due to space restrictions, we must limit how many items each patient has on the unit. Please see the following guide:

Items Allowed:	Items Not Allowed:
<ul style="list-style-type: none"> • 5 tops (including t-shirts, sweat-shirts, and sweaters) • 5 bottoms (including pajamas) <u>No strings or belts</u> • 5 undergarments (underwear, bras) • 3 personal items (ie. Blanket, stuffed animal, book) • 2 shoes (gym shoes and slippers * for the unit. *Slippers may not have strings or hard soles) • Family pictures (no frame or glass) • Personal Hygiene Products (no alcohol based products) 	<ul style="list-style-type: none"> • Clothing items with strings over 6 inches • Hooded sweatshirts • Glass, metal, sharp objects, weapons • Razors • Personal Electronics • Aerosol Cans • Chewing Gum • Valuable Objects (ie cell-phone, computers) • Bras with underwire • Food • Drugs, alcohol, vape pens, cigarettes.
<p><u>Shodair is not responsible for lost or stolen items</u></p>	

An excess amount of items will be sent home with family or stored in storage off the unit.

We complete laundry several times a week so that they always have clean items.

What to Expect on the Unit:

All wings have single occupancy bedrooms with a desk, bench and storage. All bedrooms have open access to a private bathroom. The milieu (or shared living space) on the wings are large, open areas with lots natural light and windows. Other spaces on the wing that will be utilized included:

- *Sensory Room
- *Multipurpose Room
- *Visitation Room
- *Group Therapy Room

In addition to these spaces that are located on the wings, we also use spaces off the unit:

- *Classrooms
- *Gym
- *Fitness Room
- *Life Skills Room
- *Courtyard/Playground
- *Hope Space/Reflection

In order to get to the above spaces, patients will be required to move up and down stairs. If a patient is unable to use the stairs their provider will write an order for use of the elevator.



Visiting Protocol for Acute:

Please contact your child's therapist to set up an appointment for visitation.

- Park along Shodair Drive and enter through the main entrance.
- All visitors must be on the patient's Phone/Visitor Log and have patient's confidentiality number. Visitors must have a form of picture ID.
- All visitors are asked to leave personal belongings in their vehicle (including cell phones for confidentiality reasons). If unable to leave belongings in a vehicle, visitors will be asked to lock them in a locker provided by the hospital.
- No more than 3 visitors are allowed at one time.
- Underage siblings may visit with approval from your child's treatment team.
- If you are bringing meals to share with your child please refrain from bringing caffeinated beverages and anything in a glass or metal container. Patients are unable to bring food or drinks back to their units.
- Please do not bring nut products like peanut butter into the building due to airborne allergies within the hospital.



Thank You

Thank you for the opportunity to serve you and your family. Our staff is committed to providing the highest quality of care for each patient. If you have a concern, complaint, or grievance, we want to know.

To make a complaint or grievance known, you may contact any Provider, Therapist, or Unit Manager. You may also register your complaint or grievance with our Quality Department. Grievances will be investigated and you will receive a written response within 30 days.

You may also contact the following agencies with your concerns:

- **Disability Rights Montana** (800) 245-4743 pg (406) 449-2344
- **Montana Mental Disabilities Board of Visitors** (406) 444-3955
- **Board of Visitors** (800) 332-2272
- **The Joint Commission** (800) 994-6610

Please Note:

- Our clinical intake staff is available to work with you in determining your insurance coverage for these services. Please call (406) 444-7521.
- We also have staff available to answer any financial assistance questions you may have and help set up a reasonable payment plan, if applicable. Please call (406) 444-7592.

Criteria for Discontinuation of Services

We strive to provide excellent clinical services to our patients. This requires a commitment on both sides. Behaviors that may lead to patient discharge or discontinuation of services include:

- Significant harm or threats of harm to Shodair staff and other patients
- Patient requiring a higher level of psychiatric or medical care
- Irreconcilable differences over treatment decisions
- Sexual harassment of Shodair staff or other patients
- Behaviors causing significant disruption to the therapeutic milieu and other patients' treatment

NOTICE OF PRIVACY PRACTICES

Effective August 8, 2016

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Your Health Information Rights

This Notice of Privacy Practices describes how Shodair may use and disclose your protected health information to carry out treatment, payment, or health care operations and for other purposes permitted or required by law. It also describes your rights to access and control your protected health information. Protected health information is information about you including demographic information that may identify you and that relates to your past, present, or future physical or mental health and related health care services.

Although your health record is the physical property of Shodair Hospital, the information belongs to you. You have the right to:

- Request a restriction on certain uses and disclosures of your protected health information. Shodair Hospital will honor your request for restrictions to the extent possible but is not required to agree to the request.
- Obtain a paper copy of the Notice of Privacy Practices upon request.
- Inspect and obtain a copy of your protected health information and billing information upon written request within 30 days of the request.
- Information held electronically will be provided in electronic form if requested by the patient and if it is readily producible in electronic form.
- Request amendment of your protected health information and billing information in writing.
- Obtain an accounting of disclosures of your protected health information upon written request.
- Request confidential communication of your protected health information by alternative means or at alternative locations.
- At any time revoke in writing your authorization to use or disclose protected health information except to the extent that action has already been taken in reliance on the authorization or as otherwise limited by law.
- Our patients have a right to a restriction to disclosure of PHI to a health plan for payment if the patient has paid in full for the services and items provided in that visit.
- Our patients have the right to agree or object to participation in a facility directory. **Note:** Shodair does not utilize a facility directory.

Our patients have the right to agree or object to the disclosure of protected health information to a family member, legal guardian, or close personal friend of the patient, to the extent the protected health information is relevant to the individual's involvement in the patient's care or payment related to that care. If the patient is not able to agree or object due to the patient's incapacity or an emergency circumstance, health professionals, using their best judgment, will decide whether a limited disclosure related to the individual's care of the patient is in the best interest of the patient.

Shodair Hospital is required to:

- Maintain the privacy of your protected health information.
- Provide you with a notice as to our legal duties and our privacy and security practices with respect to protected health information we collect and maintain about you.

NOTICE OF PRIVACY PRACTICES CONTINUED

Shodair Hospital is required to:

- Abide by the terms of our Notice of Privacy Practices.
- Notify you if we agree to a requested restriction.
- Accommodate reasonable requests you may have to communicate confidential protected health information by alternative means or at alternative locations.
- Obtain your written authorization to use or disclose your protected health information in situations other than those described in this notice or otherwise authorized by law.
- Notify you in case of a breach of your unsecured protected health information when it has been or is reasonably believed to have been accessed, acquired, used or disclosed in violation of privacy or security regulations.

Uses and Disclosures for Treatment, Payment, and Health Care Operations

Shodair Hospital may use and disclose your protected health information without authorization for certain purposes, such as treatment, payment and health care operations. The following examples of these uses and disclosures are not meant to be exhaustive, but are included to give you an idea of when your protected health information could be disclosed.

Shodair Hospital will use your health information for treatment. For example, information obtained by a nurse, physician, or other member of your health care team will be recorded in your record and used to determine the course of your treatment. Your physician will document in your record his or her expectations of the members of your health care team. Members of your health care team will then record the actions they took and their observations. In that way, the physician will know how you are responding to treatment. Shodair Hospital will also provide your physician or subsequent healthcare provider with copies of various reports that will assist him or her in treating you once you are discharged.

Shodair Hospital will use your health information for payment. For example, Shodair will send a bill to you and/or your insurance company. The information on or accompanying the bill may include information that identifies you, as well as your diagnosis, procedures, and supplies used. Information can be disclosed to a plan sponsor for plan administration. Genetic information cannot be used to decide whether coverage can be given or at what price.

Shodair Hospital will use your health information for regular health care operations. For example, members of the medical staff or the departments that provided your care may use information in your health record to assess the care and outcomes in your case and others like it. This information will then be used in an effort to continually improve the quality and effectiveness of the health care and service we provide.

Shodair Hospital will use your health information for treatment, payment and health operations of other covered entities. For example, we may release information to your physician so that he or she may send a bill to you and/or your insurance company. In addition, Shodair may provide your physician or referring hospital with information required to perform quality improvement, peer review, compliance review and medical education.

NOTICE OF PRIVACY PRACTICES CONTINUED

Shodair Hospital may also use and disclose your protected health information without authorization for the following purposes:

Abuse or Neglect: We may disclose your protected health information to a public health agency authorized by law to receive reports of child abuse or neglect. In addition, we may disclose protected health information if we believe that you have been a victim of abuse, neglect, or domestic violence to a governmental entity or agency authorized to receive such information. In this case, the disclosure is made consistent with the requirements of applicable federal and state laws.

Business Associates: There are some services provided in our organization through contracts with business associates. For example, we may release information to an organization that processes billing claims electronically for our business office. When these services are contracted, we may disclose your protected health information to the business associate so that they can perform the job we've asked them to do and bill you or your insurance company for services rendered. To protect your health information, we require the business associate to appropriately safeguard your information.

Communicable Diseases: We may disclose your protected health information, if authorized by law, to a person who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading the disease or condition.

Communicating appointment reminders and health care alternatives: We may contact you to provide appointment reminders or provide you with information about treatment alternatives or other health-related benefits and services that may be of interest to you.

Coroners, Funeral Directors: We may disclose protected health information to coroners or medical examiners for identification purposes to determine cause of death, or for the performance of other duties as authorized by law. We may also disclose protected health information to funeral directors consistent with applicable law to enable them to carry out their duties.

Food and Drug Administration (FDA): We may disclose your protected health information to a person or company required by the FDA to report adverse events, product defects or biologic product deviations; to track FDA-regulated products; to enable product recalls, repairs, replacement or to locate and tell individuals about recalled or withdrawn products; or to conduct post-marketing surveillance.

Fundraising: We may contact you as part of our fundraising efforts, or your name and address may be used to send you a newsletter about our services. We may also contact you to request a tax deductible contribution to support important activities at Shodair Hospital. In connection with any fundraising, we may disclose to our fundraising staff, your name, address, age, gender, date of birth, the hospital program providing services, your provider's name, and the days when you received care here. You may opt out of any fundraising activity and Shodair Hospital will not condition treatment or payment on whether an individual opts out of a fundraising activity.

Marketing: We may use or disclose your health information to identify health-related services and products that may be beneficial to your health and we may contact you about these services and procedures. [All marketing requires an authorization, except face-to-face communication or a promotional gift of a nominal value].

Health Oversight: We may disclose protected health information to a health oversight agency for activities authorized by law, such as audits, investigations, and inspections. Oversight agencies seeking this information include...cont...

NOTICE OF PRIVACY PRACTICES CONTINUED

... cont: government agencies that oversee the health care system, government benefit programs, other government regulatory programs and civil rights laws.

Law Enforcement: We may disclose your protected health information to law enforcement if (1) you are a victim of a crime;(2) it is required by law; (3) it is necessary to identify and locate a suspect, fugitive, witness, or missing person; (4) the protected health information constitutes evidence of criminal conduct that occurred on Shodair Hospital's premises; (5) a death occurs as a result of a crime; or (6) there is a medical emergency (not on Shodair Hospital's premises) and it is likely that a crime has occurred.

Legal Proceedings: We may disclose protected health information during any judicial or administrative proceeding, in response to an order of a court or administrative tribunal (if such a disclosure is expressly authorized), and in certain conditions in response to a subpoena, discovery request or other lawful process.

Organ Procurement: Protected health information may be used and disclosed for cadaveric organ, eye or tissue donation purposes.

Public Health: As required by law, we may disclose your protected health information to public health or legal authorities charged with preventing or controlling disease, injury, or disability.

Psychotherapy Notes: Shodair will disclose psychotherapy notes only if Shodair has received an authorization, except in limited cases involving treatment, payment, or health care operations.

Research: We may disclose your protected health information to researchers when their research has been approved by an Institutional Review Board that has reviewed the research proposal and protocols to ensure the privacy of your protected health information.

Sale of Protected Health Information: Shodair must obtain an authorization before selling any protected health information.

Threat to Public: We may disclose your protected health information if it is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public or if it is necessary for law enforcement authorities to identify or apprehend an individual.

Workers' Compensation: We may disclose your protected health information to comply with laws relating to Workers' Compensation or other similar programs established by law.

Other Uses: Shodair will obtain your authorization for any use or disclosure of protected health information not described in this Notice.

If you have any questions about this notice, please contact our Privacy Officer at (406)444-7540. If you believe your privacy rights have been violated, you can contact our Privacy Officer at the above number for information about how to file a complaint. You may also file a complaint with the Secretary of Health and Human Services. Shodair Hospital prohibits retaliation against any individual filing a privacy complaint.

Shodair Hospital reserves the right to change this notice. We reserve the right to make the revised or changed notice effective for protected health information we already have about you as well as any information we receive in the future. We will place copy of the current notice in the hospital. The notice will contain the effective date. In addition, each time you register at or are admitted to the hospital for treatment or health care services, we will offer you a copy of the current notice in effect. Shodair Hospital may also revise its policy and procedures regarding the use and disclosure of protected health information at any time, which could subsequently result in additional uses or disclosures that would not require an individual's authorization.

BILL OF RIGHTS FOR CHILDREN AND TEENS

Shodair Children's Hospital wants to give you the care that is right for you and to help you get better as soon as possible. The following is a list of what you can expect from us while you are in the hospital.

Respect and Personal Dignity:

- You are important. We want to get to know you.
- We will tell you who we are and we will call you by your name.
- We will honor your privacy unless it would mean we couldn't keep you safe.

Quality Care that supports you and your family:

- You and your family are important. We will work together to make you as safe and comfortable as possible.
- All families are different. We want to learn what's important to you and your family.
- You will be taken care of by doctors, nurses, therapists and people who know about children and teenagers.
- Please tell us if you have any physical pain and we will help you be as pain free and comfortable as possible.
- You and your family may refuse treatment. If this prevents us from giving necessary care we may need to arrange for discharge from our facility.

Information you can understand:

- We will explain things to you in ways you can understand. You can ask about what is happening to you and why.
- We will tell you and your family how information about your health will be used and shared so that you receive the best care.
- You can receive this in writing by asking for a copy of our Privacy Notice.

Emotional Support:

- When you are in the hospital, you might feel scared, mad, lonely, and sad. You can let people know how you feel. It is okay to cry or complain.
- Your family can visit. When this is not possible, the people caring for you will explain why.
- You can wear your own clothing and keep a few of your special things with you.
- We will take the time to listen to you when you have questions or problems.

Care that Respects your Need to Grow, Play and Learn:

- We will consider all your interests and needs, not just those related to your problems or disability.
- You cannot be made to work, except to clean up after yourself in your room or in common areas.
- You have the right to rest, to play, and then to learn. We will make sure that you have everything you need.

Make Choices and Decisions:

- We want to hear your ideas and feelings about how you want to be cared for.
- You can tell us how you want to take part in your care.
- You can make choices whenever possible.

BILL OF RIGHTS FOR CHILDREN AND TEENS CONTINUED

Treatment Concerns

You and your family/guardian are encouraged to address any concerns regarding treatment with your physician, therapist, or Nurse Unit Manager. If you feel your concerns have not been addressed, you and your family/guardian may contact the Medical Director, the Director of Nursing, the Director of Social Services or the Hospital Administrator. Shodair values your input and will respond as soon as possible to concerns expressed. If there are any unresolved treatment concerns, additional assistance may be available through three patient advocacy organizations which are listed below.

1. Mental Disabilities Board of Visitors

The Mental Disabilities Board of Visitors is available to help people who receive services from mental health facilities. The most common kind of assistance the Mental Disabilities Board of Visitors provides is to help people resolve complaints against or disagreements and problems communicating with mental health providers.

Office Location: 1412 ½ 8th Avenue Helena, MT 59620
Mailing Address: P.O. Box 200804 Helena, MT 59620-0804
Phone (toll free): 1-800-332-2272 / Fax: (406) 444-3543
Web: <http://boardofvisitors.mt.gov/default.mcpix>

2. Disability Rights Montana

Disability Rights Montana, Montana's designated Protection and Advocacy Agency, is a non-profit legal corporation authorized and mandated to monitor Shodair Hospital, to advocate for and protect the civil rights of our patients. Advocates from Disability Rights Montana visit the campus regularly, and are authorized to have unaccompanied visits to all places in this facility to which patients have access, and to interview any patient who wishes to talk to them. These advocates can assist patients to assert their civil rights through procedural (such as grievances or reports to licensing agencies) or legal means (representing patients in Court) if a patient's case fits within their case acceptance criteria.

Mailing Address: 1022 Chestnut Street, Helena, MT 59601
Phone (toll free): 1-800-245-4743,
e-mail: advocate@disabilityrightsmt.org
website: www.disabilityrightsmt.org

3. Mental Health Ombudsman

The Mental Health Ombudsman represents the interests of Montanans seeking access to public mental health services.

Mailing Address: P.O. Box 200804 Helena, MT 59620-0804
Phone (toll free): 1-888-444-9669 / Fax: (406) 444-3543
Office Hours: 8:00 AM – 5:00 PM Monday-Friday
Web: www.mhombudsman.mt.gov

4. The Joint Commission

The Joint Commission is an independent company which accredits and certifies health care organizations.

Mailing Address: Office of Quality Monitoring,
1 Renaissance Blvd,
Oakbrook Terrace, Illinois, 60181

Phone (toll free): 1-800-994-6610 / Fax: 630-792-5636

E-mail: complaint@jointcommission.org

Adapted from "A Pediatric Bill of Rights" by the Association for the Care of Children's Health. Copyright 1991, by ACCH.



(406) 444-7500

(800) 447-6614

2755 Colonial Drive, Helena, MT 59601

www.shodair.org