

SO THAT
WE
CAN
WORK
TOGETHER



HIGHLAND
HOSPITAL
ASHEVILLE
NORTH CAROLINA

HIGHLAND HOSPITAL—a private, non-profit psychiatric hospital, owned by Duke University, and dedicated to the treatment and rehabilitation of psychiatrically ill persons and to the advancement of mental health.

SO THAT WE CAN WORK TOGETHER

You have come to the hospital seeking help. Any new environment requires a period of adjustment. In order to make your stay here as beneficial as possible, the following explanations of treatment, necessary procedures, the hospital program, and goals, may be helpful to you in your adjustment. These notes have been compiled after a series of group discussions with patients and personnel, who together have contributed their ideas toward the development of this pamphlet.

WHAT IS MEANT BY "TREATMENT"

You are, no doubt, concerned about the type of "treatment" you will be receiving while a patient in the hospital. It is important for you to understand that treatment is not limited to medications or some "magic potion." The entire hospital program has been developed to serve therapeutic purposes. If you realize that you are sick and have a sincere desire for help in getting well, you are already on the road to recovery. Being in the hospital—in a neutral, accepting environment, away from home, business and social responsibilities—may in itself be helpful and decrease the symptoms which brought you to the hospital. It should be realized that treatment is more comprehensive than just relief of symptoms. Physical treatment is prescribed as indicated. Often patients have already become too dependent on medications, and at times it may seem best to discontinue them or to use them in conjunction with other forms of treatment.

THE ROLE OF THE PSYCHIATRIST

At the time of admission you are assigned to a physician who is also a psychiatrist. The psychiatrist directs your treatment program in cooperation with other personnel (other physicians, nurses and attendants, psychologists, social workers, occupational therapists, outdoor and recreational therapists, etc.), you, and your family. This may be thought of as the "team approach" in which all concerned are working toward the same goal — helping you attain and maintain the best level of adjustment possible for you.

A doctor makes "rounds" daily with the Charge Nurse. Unlike "rounds" in general hospitals, the doctor does not seek out each patient, but it is expected that any patient who needs to see the doctor on rounds will take the initiative by letting the Charge Nurse know of this. Each psychiatrist receives a daily written report from the nursing department on each patient under his care. Each patient's treatment and progress is discussed weekly in staff conferences, thus giving the patient the benefit of the thinking of the entire staff.

Following admission, you are given a physical examination either by your own physician or by a member of the consulting medical staff, as indicated. The major portion of the psychiatrist's time is utilized in individual psychotherapeutic conferences with patients. You will be notified by the nursing department of your appointments for psychotherapy. Psychotherapy is a method of treatment in which the patient discusses his thoughts and feelings with the therapist in an effort to resolve his conflicts. As a result of this therapeutic relationship between you and the therapist, you may gain a better understanding of yourself and become able to cope with your internal and external problems in a more comfortable and realistic manner.

Your daily schedule is prescribed by your physician in keeping with your physical and psychiatric condition. The aim of the hospital is to help you understand yourself and to gain insight into why you react in a particular way to stressful situations, so that you may develop healthier and more satisfying ways for meeting life situations, and be able to utilize constructively your strengths and potentialities. It is important for you to realize your responsibility in treatment. Treatment does not consist in the doctor, nurse, other personnel and your family doing something "to" and "for" you, but rather in helping you to help yourself. Unless you are motivated toward getting well, attempts at treatment may be in vain.

GROUP PSYCHOTHERAPY

Group Therapy meetings, in the form of movies, discussion groups, and other media, are held once or twice a week. The purpose of these meetings is to help patients understand the universality of emotional problems, to help them gain insight into their own feelings and emotional reactions, and to aid them in their adaptation to day-to-day problems of living. In addition to these meetings, in which patients are encouraged to feel free to bring to the group for discussion anything of concern to them, the entire hospital program is developed for similar purposes. Community living within the hospital presents many of the same types of situations which you have encountered in the past and will encounter in the future. The Hospital's aim is to help you in your adjustment to the hospital community so that you may be better able to adjust to situations in the home and community upon your discharge from the hospital.

It is suggested that you will make more rapid progress if you limit the discussion of your symptoms to the professional staff—during conferences with your therapist, group therapy, and daily "rounds." If you find yourself talking constantly about your symptoms and personal problems to the exclusion of interests and hobbies, try to make yourself aware of this and discuss this symptom with your doctor.

GENERAL ADMISSION PROCEDURES

On admission certain necessary procedures must be carried out, though you may feel at the time that they are pointless. After you have had the Admission Interview with your doctor, a nurse or attendant will take you to your room and be available for any questions you may have concerning the hospital routine. A social worker is on call to be of assistance in your orientation to the hospital, and to help you with other social or environmental problems which may arise during your course in the hospital. You may also find the Patients Orientation Committee quite helpful to you in becoming integrated into the hospital community. It is hoped that the following explanation will help you to be more tolerant of some of the necessary procedures during the early days of your hospitalization:

LABORATORY STUDIES: As in most hospitals, certain routine laboratory studies (urinalysis, blood count, etc.) are necessary to complete your physical examination. Your cooperation in this procedure is essential.

MEDICATIONS: Medications are dispensed only upon the doctor's orders.

ALL BAGGAGE MUST BE LISTED AND MARKED.

Since you will be out of your room a major portion of the day, and since clothing will be sent to the laundry and dry cleaner's from time to time, the listing and marking of your belongings helps identify them and is a precaution to safeguard them. When you are transferred from one building to another, and when you are discharged from the hospital, your belongings will be checked against your possessions' list. Not only is it necessary to list possessions brought to the hospital at the time of admission, but articles purchased or received while here should be added to this list. Likewise, articles sent home prior to your dismissal should be so indicated on your possessions' list. Due to lack of space in your room, luggage and unnecessary equipment is stored in the baggage room. Should you discover that you have brought articles which you will not need during your stay here, it is suggested that these be sent home.

JEWELRY AND OTHER VALUABLES. The hospital cannot be responsible for expensive jewelry and other valuables, and you are encouraged to send such articles home for safe keeping. You are required to sign a release of responsibility for any valuables you keep; valuables not so signed for must be placed in office safe, or preferably, sent home.

MONEY. You are not permitted to keep money in your room, except for incidental spending money, as requisitioned. At the time of admission you (or your relative) were required to make a deposit with the Business Office, to be used as a drawing account for your personal needs. Money for such purposes may be obtained upon requisition approved by your doctor, provided your account is in good standing at the Business Office.

CLOTHING

It is hoped that you brought with you at the time of your admission sufficient appropriate clothing to meet your needs in participating in the activity program here—street clothes, out-of-door clothes, rain wear, etc. If you find that such is not the case but that you have the necessary clothing at home, it is suggested that you write your family immediately to send you the proper clothing. (If you prefer, the social worker will write your family for you.) If you do not possess proper clothing to meet your needs here, arrangements can be made for you to do your shopping in town, or the hospital shopper will make your purchases for you.

REQUISITIONS FOR SHOPPING AND OTHER SPECIAL REQUESTS

The hospital maintains a personal shopping service for the convenience of patients who are unable to go to town to do their own shopping. Whenever possible, you are to write your own requisitions (special blue forms available), listing specifically and accurately the size, first and second choice of colors, brands, etc. The Charge Nurse will then sign the requisition (indicating whether this is an appropriate need), after which it must have the approval of your doctor and the Business Office before being sent to the shopper. Ad Lib 5 patients should do their own shopping, unless there is some physical reason to the contrary. Upon the doctor's approval, arrangements can be made for patients with less Ad Lib to do their own shopping in the company of a nurse or attendant.

You are requested to plan ahead for your needs of the week, rather than putting in a requisition for various items three or four times a week. It is suggested that you utilize some of your leisure time on Sundays for this purpose, so that shopping can be done the first part of the week when stores are less crowded. If this plan can be carried through it will result in saving the shopper's time, and thus save money for you as you are charged for the time. In unusual circumstances you may confer with the shopper about special clothing needs. All requisitions handled by the shopper must be on the special *Blue* form.

When you wish to obtain permission for specific activities away from the hospital you should file a requisition with the nurse in the Nurses' Station as early as possible, and at least by 8:30 A. M. All requisitions must be approved by your doctor. Where finances are involved, approval of the Business Office must also be secured. The requisition form for such specific activities is the *white* form.

LAUNDRY

The hospital maintains a laundry for your convenience, and charges are in keeping with local laundry charges. Dry cleaning is sent to establishments in town. All clothing which is to be sent to the laundry or dry cleaners must be in the Nurses' Station by 8 P. M. Saturday or Sunday (the Nurse will give you information as to this schedule), so that it can be checked and sent out Monday morning. In special circumstances, where a patient is short on clothing, arrangements may be made to have it laundered more often. Laundry bags (2) must be used in order to maintain the efficiency of the service. You are not permitted to wash personal laundry in your room or bathroom, due to lack of proper facilities and the damage involved. You may rinse hose and other small articles, provided this is in keeping with the facilities available. Proposed plans include space for you to do your laundry, if desired.

OUTDOOR ACTIVITIES

The outdoor program is an integral part of treatment and includes calisthenics, volley ball, soft ball, archery, badminton, shuffle board, ping pong, tennis, gardening, hikes, and a variety of other sports, and work projects. Weekly trips to nearby places of interest are scheduled as the weather permits. You will be given an activities schedule in keeping with your needs, and this should be followed just as any other type of prescribed treatment. It is quite likely that your schedule will begin with a limited amount of exercise and be increased gradually. You will find that the outdoor program not only will improve your physical health, but it will aid in improving your inter-personal relationships by being a member of a group in which there must be "give-and-take." There may be a number of objections to the activities program, for personal or other reasons, and these should be discussed with your doctor. Even though these programs are prescribed, the staff is interested in how you feel about them, and if you have objections to specific things you should talk these over with the person in charge of that particular activity, as well as your doctor.

INDOOR GROUP ACTIVITIES

Group contacts are encouraged by a program which includes occupational therapy, games, lectures, musicales, dances, movies, parties, etc. A program of activities, along with community events of interest, is posted on the Bulletin Boards each week and is included in the hospital newspaper, *The Highland Fling*.

Occupational Therapy (O.T.) classes are held daily in the O.T. Shop. If you are unable to attend scheduled classes you may obtain materials with which to do O.T. work in your room, or building. This program offers an opportunity to renew or improve old skills, learn new skills; thereby, obtaining satisfaction from accomplishments in this field of endeavor. Since a broad program of activities is desirable for the greater number of patients, one scheduled daily class per patient should take care of O.T. needs; however, for those patients who have physical reasons which warrant an increased attendance at O.T., provisions are made to extend class hours to meet these needs. While the services of O.T. personnel are provided for you as part of your routine treatment, you are charged for the cost of materials used in the articles which you make. All articles made by you, according to this plan, are your personal property.

Art classes are held several times weekly in the Art Studio, and dancing classes are also provided as needed. Individual piano, dancing, and art lessons can be arranged, though this entails a special fee. If you are interested in such activities, request the Charge Nurse to make the necessary arrangements for you.

The Recreation Hall is open daily. When you have sufficient "Ad Lib" you may go there for refreshments and recreation, in keeping with your schedule. The planned evening programs (dancing, cards, Bingo, Community Sings, etc.) are under the direction of a recreational therapist, who is in full charge.

The Music Room at Homewood is reserved for special programs, such as vespers, lectures, musicales, and more formal parties than are usually held in the Recreation Hall. Vesper services are held each Sunday afternoon. Ministers in the community are invited to conduct these services. Usually on Wednesday evenings there is a program in the Music Room, where a guest speaker discusses such subjects as current events, new books, travel, or hobbies. This program varies from week to week, according to the special interests or talents of the speaker.

The Highland Fling, the hospital community newspaper, is a patient-initiated project, in which many patients find a satisfying outlet for their special talents. If you are interested in journalism, creative writing, typing, etc., the newspaper staff extends to you a cordial invitation to participate in this activity, which serves to promote better communication between members of the hospital community — patients and personnel. You are entitled to a copy of *The Highland Fling*, and additional copies are available on advance request to send to family, friends, and former patients.

Television, radio, and books are available, though it is suggested that you limit the time spent in utilizing such passive forms of recreation. If you would like to borrow a book which is not in the hospital library, one of the recreational therapists will be glad to make arrangements for you to borrow it from the public library.

As your condition improves you will find yourself increasingly interested in the variety of activities available, and you may participate more actively in the program.

ACTIVITIES OFF HOSPITAL GROUNDS

Swimming, horseback riding, golf, fishing, and other extra-mural activities are available in the community and may be arranged by you with your doctor's permission. As your condition warrants, permission is also granted for trips to town for shopping, movies, dinner, beauty shop, barber shop, etc. Tickets (a limited number) for concerts and plays are usually available through the Business Office and may be obtained by requisition.

AD LIB

Freedom of hospital grounds and the community is given by your physician in accordance with your ability to handle responsibility. As your condition improves, so that you are able to assume increasing responsibility for yourself and others, the degree of "freedom" ("Ad Lib") is increased. The degree of Ad Lib in no way effects participation in your prescribed schedule. Conversely, the degree of participation in activities may effect the degree of Ad Lib you are given. An explanation of "Ad Lib" is as follows:

- Ad Lib 1. Remain on the same floor as your room, except when professional personnel is in attendance.
- Ad Lib 2. Remain in building, except when professional personnel is in attendance.
- Ad Lib 3. Outdoors, in day-time, in the vicinity of Highland Hall, Carroll-Potter Hall, the Administration Building, and the tennis court area, unattended. (This does not include the athletic field, park, Homewood, Hut, O.T. Shop, or mail box at the corner of Montford and Zillicoa Streets.)
- Ad Lib 4. Freedom of entire hospital grounds during the daytime. May not be outside unattended after dark, except with special permission.
- Ad Lib 5. May go to town unattended between 1 P.M. and 9:30 P.M. Special permission must be obtained to leave the hospital grounds before 1 P.M. or to be away from your building after 9:30 P.M. "Late leave" requires special permission but expires at 11 P.M. unless otherwise designated.

At times there may be modification of certain Ad Lib, according to the doctor's judgment. You are expected to report to the Nurses' Station when leaving and returning to building (unless participating in routine activities about which the Nurse is already aware). This information is needed in the event it becomes necessary to locate you for some special reason, such as doctor's conferences, emergency phone calls, visitors, etc.

SMOKING PRIVILEGES

Smoking is forbidden in the patients' rooms and bathrooms, and must be restricted to the designated smoking areas, as follows:

Highland Hall—Club Room Areas on first, second and third floors when professional personnel is in attendance.

Carroll-Potter Hall—Club Rooms, terraces, and sun-deck. Cafeteria & Dining Rooms—After meals.

Recreation Hall—When professional personnel is in attendance.

O.T. Shop—At the discretion of personnel in charge.

Homewood—Entrance Hall outside Music Room.

The only exception to the above regulations is when your illness precludes club room privileges. You must then be attended while smoking. This is a fire safety regulation for your own protection.

Lighters must be used instead of matches. When you are given the privilege of carrying your own lighter you are required to turn it in at the Nurses' Station at bedtime. It will be returned to you in the morning. Smoking is prohibited between 10 P.M. and 7 A.M. and during insulin treatment.

The amount of smoking per day depends upon the doctor's orders, although one pack of cigarettes is the maximum allowed per day.

If you violate the smoking regulations, you will have to forfeit the smoking privileges granted you.

TELEPHONE PRIVILEGES

Telephone privileges are granted by the doctor as your condition indicates. Patients with sufficient Ad Lib are requested to use the Pay Station phone. Conversations over the hospital telephones, when absolutely necessary, must be limited to 3 minutes. You are requested to refrain from monopolizing the phones, including the Pay Station phone, by frequent or long conversations, and are asked to consider other patients who may be waiting to make an equally important call. You should not suggest family and friends call you until you know you are permitted to receive phone calls.

VISITING PRIVILEGES

You may receive visitors according to your doctor's orders. In general, it is felt that patients should not have visitors during the first week or so of their hospitalization, as a period of time is needed to adjust to the hospital program. When your doctor thinks you are ready for visitors, orders will be left with the Charge Nurse as to whether you may visit in the building, on the grounds, or be Ad Lib with your visitors. These may either be standing orders, or for one specific visit. You are asked not to visit in the residences of hospital personnel and local residence patients without invitation. It is suggested that visiting be arranged, whenever possible, during weekends rather than through the week.

AUTOMOBILE PRIVILEGES

You are asked not to bring your automobile to the hospital at the time of your admission. As you improve, automobile privileges may be extended if it is deemed helpful.

GENERAL REGULATIONS

a. You are not permitted to go into the kitchen or Nurses' Stations, as it interferes with the efficiency of the hospital service.

b. You are not permitted to visit in one another's rooms, as this infringes upon the individual's privacy. At times there are exceptions to this regulation, and it should be cleared through the Charge Nurse. Club and recreational rooms are provided for visiting.

c. We urge your cooperation in being on time to meals, exercises, lectures, vespers, and other scheduled activities.

d. Your cooperation is also urged in matters of "housekeeping", for when you damage furnishings, leave lights burning when out of the room, etc., it increases the hospital operating costs. Since the hospital is a non-profit institution, and rates are set according to actual costs, it behooves you to cooperate in keeping the costs at a minimum to provide adequate treatment.

PLANS FOR DISCHARGE FROM THE HOSPITAL

As soon as you are admitted to the hospital you will likely wonder about the length of your hospitalization and when you can be discharged. Your doctor and other personnel are also concerned with plans for your treatment and discharge from the hospital. Length of stay is an individual matter and often cannot be determined initially, but depends upon your rate of progress. It is important for you to be guided by professional advice in making plans for leaving the hospital.

Please be assured that we are interested in helping you to regain your health as quickly as possible. The degree to which you cooperate with the program outlined for you will indicate to the staff your desire to help yourself. We will welcome any constructive criticisms of the program and will appreciate it if you will put your suggestions in writing and direct them to the social worker.