

Welcome to BayCare Behavioral Health

Our experienced team of doctors, nurses, therapists and mental health professionals are dedicated to helping your loved one heal and recover. We help them learn about their illness and work with them to shape the life skills needed to chart a path toward better health. Thank you for placing your trust in BayCare Behavioral Health. Your loved one's health, comfort and well-being are our highest priorities.

With best regards,



Gail Ryder
Vice President, BayCare Behavioral Health



Harold Levine, DO
Medical Director, BayCare Behavioral Health



Anthony Santucci
Director, BayCare Behavioral Health, Nursing



Our Mission:

BayCare Health System will improve the health of all we serve through community-owned health care services that set the standard for high-quality, compassionate care.

Our Vision:

BayCare Behavioral Health will be recognized for clinical excellence, innovation and access to a continuum of recovery-focused therapeutic services.

BayCare Behavioral Health Inpatient Psychiatric Facilities

- **BayCare Northside Behavioral Health Center**
12512 Bruce B. Downs Blvd. | Tampa, FL 33612
Provides mental health treatment to children and adults
(813) 977-8700
- **Integrated Stabilization Unit**
8002 King Helie Blvd. | New Port Richey, FL 34653
Provides mental health and substance abuse treatment to adults
– Main phone: (727) 841-6430
– Patient phone – East: (727) 807-5033
– Patient phone – West: (727) 807-5052
- **Mease Dunedin Hospital**
601 Main St. | Dunedin, FL 34698
Provides mental health treatment to children, adults and geriatrics
– Main phone: (727) 733-1111
– Adult phone: (727) 734-6031
– Geriatric phone: (727) 734-6069
– Pediatric phone: (727) 734-6067
- **Morton Plant Hospital**
300 Pinellas St. | Clearwater, FL 33756
Provides mental health treatment to adults
– Adler 6 main phone: (727) 462-7000
– Patient phone: (727) 298-6456
– Patient phone: (727) 298-6457
- **Morton Plant North Bay Hospital Recovery Center**
21808 State Road 54 | Lutz, FL 33549
Provides mental health treatment to children and adults
– Main phone: (813) 428-6100
– Adult I phone: (813) 428-6106
– Adult I phone: (813) 428-6195
– Adult II phone: (813) 428-6107
– Adult II phone: (813) 428-6196
– Pediatric North phone: (813) 428-6109
– Pediatric South phone: (813) 428-6108
– Pediatric North/South phone: (813) 428-6187
- **St. Anthony's Hospital**
1200 Seventh Ave. N. | St. Petersburg, FL 33705
Provides mental health treatment to adults and geriatrics
– Main phone: (727) 825-1100
– Psychiatric ER phone: (727) 825-1546
– Patient phone – 4 North West: (727) 825-1136
– Patient phone – 4 South West: (727) 825-1041
- **St. Joseph's Hospital Behavioral Health Center**
4918 N. Habana Ave. | Tampa, FL 33614
Provides mental health treatment to children and adults
– Main phone: (813) 870-4300
– Adult patient phone – North A (813) 898-0511 or (813) 898-0512
– Adult patient phone – North B (813) 898-0513 or (813) 898-0514
– Pediatric nursing station phone: (813) 898-0503
- **St. Joseph's Hospital-North**
Unit for Psychiatry and Medical Services (UPM), 3 East
4211 Van Dyke Road | Lutz, FL 33558
Provides mental health treatment to adults
(813) 443-7000
- **Winter Haven Hospital**
200 Ave. F N.E. | Winter Haven, FL 33881
Provides mental health treatment to adults and geriatrics
– Main phone: (863) 293-1121
– Patient phone: (863) 291-6721
– TCA phone: (863) 293-1121, extension 1036

Inpatient Behavioral Health Care Information for Families and Friends



BayCareBehavioralHealth.org



BayCareBehavioralHealth.org

When can I see my family member or friend who's an inpatient?

Visiting a family member or friend in a psychiatric hospital/unit is different from an acute/medical hospital setting where visiting hours are more flexible. Visiting hours vary. Call the individual location for more information.

For safety reasons, we restrict access to all inpatient units. You can enter and leave the inpatient unit only with assistance from a team member.

Visitation doesn't take place in patient rooms. Supervised visits occur in common areas and aren't private. Make sure that you're wearing appropriate attire. If you're wearing clothing that's too tight, provocative or has any drug/alcohol/gang references, you may not be able to visit your family member or friend.

What are the guidelines for calling my family member or friend?

As with visitation, calls to patients are allowed only from family and friends with whom the patient wishes to speak. Each unit has one or more phone lines that can be called to speak to someone being treated on that unit. Because the phone is in a common area on the unit and doesn't have an attendant, it may not always be answered. If you're calling the unit and a team member answers, you'll be asked for a patient code number. If you don't have it, you won't be able to speak to your family member or friend. Patients on the unit can also use the phone to make calls outside the unit. Refer to the BayCare Behavioral Health directory on the back of this guide for addresses and phone numbers for each unit and facility.

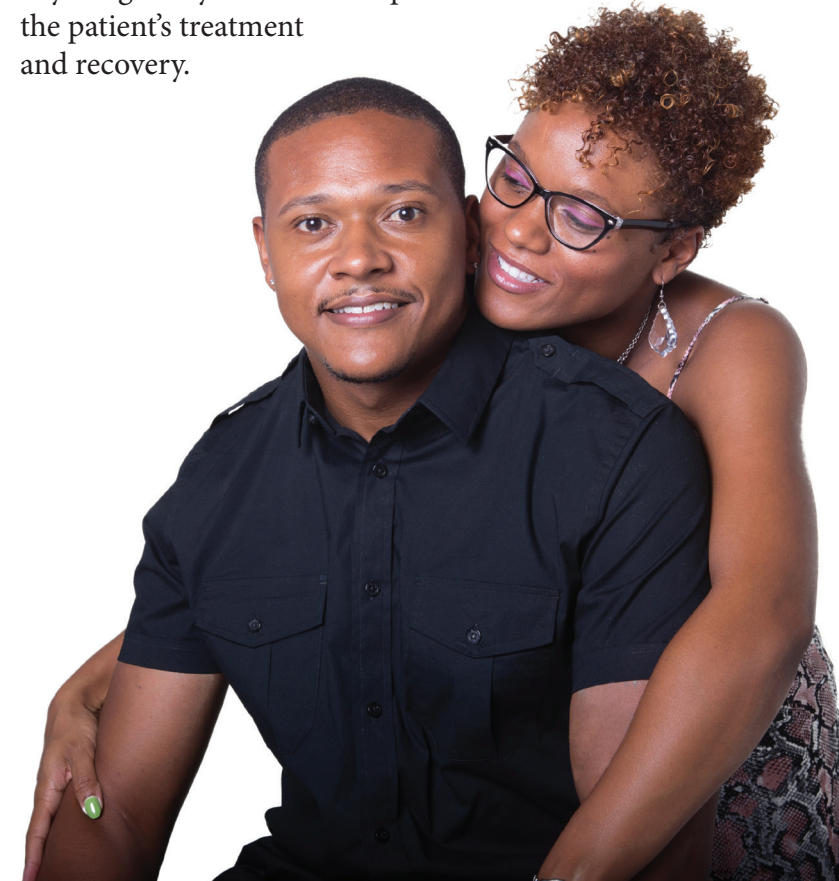
As a family member or friend of a patient, who's my contact at BayCare Behavioral Health?

The social services team member who's assigned to your family member or friend will be your point of contact to answer any questions and with whom you can share your concerns. We ask that one member of the family or a friend serve as the point person to communicate with the social services team member. This simplifies the communication between the treatment team and the family. The patient and the

social services team member decide who should serve as the point person. Often, it's the family or friend who is the patient's primary support. The social services team member normally calls the point person within 24–48 hours after admission, as long as a release of information has been signed. Because of confidentiality concerns, communication with the designated point person must take place by phone or in person.

How do the privacy rules affect what BayCare Behavioral Health team members can tell me?

Patients who are age 18 or older are legal adults with legal privacy rights. The Health Insurance Portability and Accountability Act of 1996 (HIPAA) prohibits team members from sharing information without a patient's written consent. All health providers must comply with these federal regulations, which means that they must obtain formal permission to share information (including diagnosis, treatment and prognosis) with you or anyone else, even if you're a patient's spouse or parent. A patient provides permission by signing a release of information form. Release of information forms are typically signed during the admission process, but can also be completed on the unit. If the patient hasn't signed a release of information form, the team can't share any information. Please note that you can tell the team anything that you think is important for the patient's treatment and recovery.



How can a family meeting be set up?

The designated point person should contact the social services team member to set up a family meeting. The social services team member will be in touch with the family when a release of information form has been signed and it's been determined who'll be involved in the patient's treatment and after care. Once determined, the family meeting will be scheduled and occur on the unit.

What's my role in treatment, after care planning and recovery of my family member or friend?

Support from family and friends is often very important for a patient's recovery. The role of family and friends can vary. Your role will depend on your relationship with the patient, the circumstances of their illness and other considerations. In general, the social services team member is the best person to help you understand a patient's illness and diagnosis, symptoms, treatment and prognosis. Other team members may also help.

How can I help the treatment team?

Although government and hospital policies and regulations preclude BayCare Behavioral Health from sharing information with you without a signed release of information form from the patient, you're not restricted from sharing your observations and insights with our team. It's often helpful for the treatment team to learn important information about a patient from family and friends, such as:

- Changes in behavior, speech and functioning: Include the extent of the changes and over what time period. Have there been changes in eating or sleeping patterns? How would you describe the patient's usual personality and what changes have you noticed?
- Changes in physical health
- Changes in social interactions and friendships: Has the patient become withdrawn or less communicative? Does the patient have friends and have those friendships recently changed?
- Substance use: Has the patient had a history of alcohol or drug use? Have there been recent changes in the use of alcohol or drugs?

- Family history: Is there a family history of mental illness or misuse of alcohol or drugs? What's the nature of this history?
- Trauma or abuse: Has the patient experienced severe trauma or any form of abuse?
- Medication and treatment compliance: Does the patient take medication as directed? Is the patient following up with outpatient appointments? Has this changed recently?
- Safety concerns: Are you concerned for the safety of the patient? What are those concerns? Has the patient ever attempted suicide, harmed themselves, or threatened or harmed others? How would you describe the patient's strengths or resiliency?
- Treatment goals: What are your hopes and expectations from the hospital treatment?

What's helpful to say to a patient who's my family member or friend?

Watching a family member or friend struggle is upsetting and distressing under any circumstances. As painful and difficult as this situation may be for you, it's the patient who's suffering and at risk. Remember, a patient who's your family member or friend has been hospitalized because they aren't safe within the current environment. Your loved one is ill and can't help themselves without professional care and treatment. The best responses are those of support and reassurance. Try to use phrases such as:

"We're here for you."

"Take it one step at a time."

"Good for you for taking steps to get the help you need."

"Take the time you need to work through this."

"You'll get through this."

"We'll figure this out together."

"You'll feel better again."



What might I say to others?

Each family member or friend of a patient handles this question in their own way. There's no right or wrong way, other than to be sure to respect the decision of the patient. If someone asks how your family member or friend is doing, you can say "working through the ups and downs of life," or words to that effect. Though mental illness is nothing to be ashamed about, a patient's life is personal – their own business. Your responsibility is to respect your loved ones wishes with regard to disclosing personal information. You're under no obligation to share details with anyone.

How do I care for myself while I'm supporting my family member or friend?

Being a family member or friend of someone with a mental illness can be emotionally and physically stressful and, depending on your relationship, financially stressfully as well. Although you're focused on your loved one, you should find ways to take care of yourself so that you can be well enough to support and care for others. Caregiver fatigue is a real concern. A few preventive measures can help you. You and other family members may benefit from

learning more about mental illness and the struggle involved in recovery. The National Alliance for the Mentally Ill (NAMI) is a wonderful resource. For some people, seeking professional counseling during a crisis period can be very helpful. Sometimes, speaking with someone who can allay fears and worries can be reassuring and informative.

When will my family member or friend be discharged?

Our goal is to provide at least 24 hours advance notice to a patient and their designee, once the psychiatrist and the members of the patient's treatment team determine they've been stabilized and can be discharged to a lower level of care. The patient will be notified of all outpatient or next level of care appointments by the social services team member(s) who've been working with them during their stay. It's our goal to discharge patients early in the day so that they're able to arrange for appropriate transportation and get acclimated to their living environment. We've partnered with Uber Health to safely transport our adult patients to their living environment so that they have a safe and comfortable ride.