

# Welcome

There are times in some children and teen's lives when they may need help managing activities at school and home, but do not need the structure of an inpatient psychiatric hospital. For times such as these, Cincinnati Children's Division of Psychiatry provides a **Partial Hospitalization Program (PHP)**.

Your child will attend the PHP program at one of Cincinnati Children's locations during the day and spend nights and weekends at home. This program is designed to help meet the individual needs of the child.

You and your child will become part of the treatment team. Other members include:

- Board-certified child and adolescent psychiatrist
- Licensed social worker
- Psychiatric primary nurse
- Behavioral Health Specialist (BHS)
- Advanced Practice Registered Nurse (APRN)

Together, we will create treatment goals to help your child learn to manage the stress and activities of daily life.

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## Our Program

Our goal is to help children and teens learn how to better manage:

- School anxiety
- Emotions
- Behavioral problems
- Issues related to mental illness

A child's length of stay is based on their medical necessity and mental health needs. The average length of participation in PHP is 7 to 10 business days.

Some of the treatments we use to help your child work on needed skills include:

- Skill building groups
- Family meeting
- Educational services
- Psychiatric consultation
- Recreation

## Testing

As part of the Partial Hospitalization Program (PHP), your child may be seen for psychological testing. This testing is separately billed to your insurance through Cincinnati Children's, Behavioral Medicine/Clinical Psychology (BMCP) team and will include charges for these two services:

- Psychological test administration by technician
- Psychological testing evaluation services by psychologist

Prior authorization is obtained by BMCP if needed by your plan. Cincinnati Children's works to provide services to all children regardless of insurance coverage. If you have questions regarding a bill, please contact Billing Customer Service at 513-636-4427.

## Speech-Language Pathology

Speech-Language Pathology services are an important part of PHP programming. Children in the PHP often have trouble with communication and social skills.

Speech-language pathologists:

- Evaluate speech, language, and social skills.
- Evaluate reading, writing, and problem solving skills
- Provide skill building groups that help teach children to express emotions, take perspectives, and use problem solving skills.
- Talk to families about evaluation results and discharge recommendations.

Speech services are billed directly to insurance. Cincinnati Children's works to provide services to all children regardless of insurance coverage. If you have questions regarding a bill, please contact Patient Financial Services at 513-636-4427.

# Program Overview

## Program Hours

### Cincinnati Children's Green Township

Monday–Friday, 8:30 AM to 3:30 PM

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PHONE: 513-803-8200, #1

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### Cincinnati Children's Norwood

Monday–Friday, 8:30 AM to 3:30 PM

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PHONE: 513-517-3200, #1

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## Admission

At least one parent/legal guardian must accompany patient to the scheduled admission.

### Please:

- Arrive at your scheduled admission time.
- Notify the PHP staff if you will be more than 15 minutes late.
- Allow at least 1 hour for the admission process.
- Be prepared to complete an admission packet by providing phone numbers & addresses for your child's outpatient providers and school contacts.
- **Plan for your child to attend the program for the rest of the day.**

## Program Information

### Your child:

- Is expected to attend PHP daily, unless absences are planned in advance with the treatment team.
- May be dropped off at PHP no earlier than 8:15 am and may be picked up as early as 3:15 pm, but no later than 3:30 pm.
- Must be accompanied by an authorized adult (over the age of 18), your child may not drive themselves to and from program.
- Will attend the program for an average of 7 to 10 days.

### Your child's day will include:

- Breakfast, lunch and afternoon snack daily.
- Up to two hours of education group time each day. Please bring your child's school work daily. Your child may have access to a computer (personal or program) during school hours.

### If your child:

- Requires **ANY** medication (prescription/over-the-counter) during program hours, the medication must be provided by the family, and must be brought to the program in the original prescription container/bottle. *Please note:* consents may need to be signed before PHP staff can administer medication. Over-the-counter medication must be discussed in advance with the nurse.
- if your child uses an insulin pump, you must contact the endocrinologist and convert to insulin injections **before starting** the program.

### Your child may NOT bring:

- Outside food/drinks, unless special arrangements have been made.
- Cell phones or other electronics.

### Treatment Focus:

- Your child will meet with a psychiatrist or APRN regularly.
- PHP is based on skill building groups; individual therapy is not provided.
- PHP focuses on improving home and school life, in addition to outpatient treatment.
- Family meetings will be conducted by a licensed Social Worker. Please make arrangements to be available for these meetings during program hours.

# Program Expectations

## Parents/Guardians

- Each day you will get a letter. Please complete and return it the next day. The information you give us will be reviewed each day by the treatment team.
- Be an active member of the treatment team by taking part in all family care meetings.
- If you have questions about your child's treatment talk to members of your treatment team.
- Work with your child's school to get daily school work and give to the PHP school specialist.
- Give the program staff any medications your child might need during the day so the primary nurse can keep them in a safe place. All medications must be in the original container with the proper pharmacy label attached to the bottle, box, or inhaler.
- Call the treatment team before 8:00 AM, if your child is too ill to attend. You should also call if your child does not want to come to the program and you need additional support and help on what to do, or if there is an emergency.

**Green Township:** 513-803-8200, #1

**Norwood:** 513-517-3200, #1

## Patients

- Attend each day.
- Take part in all groups.
- Meet with your psychiatrist, social worker and other treatment team members.
- Take part in all family care meetings.
- Let staff know when you are feeling uncomfortable or unsafe, so we can help you.
- Bring your schoolwork every day so you can do your schoolwork during class time.
- Ask the school specialist for help when needed.
- Work with the school specialist to come up with a plan for returning to school.
- If you have thoughts of harming yourself or others, ask the PHP staff to help you come up with a plan of what you can do when you have these thoughts.
- Review the "Community Expectations" each day in Goals Group. Ask questions if you do not understand them.
- Have fun.

# Program Guidelines

## Philosophy

Creating a healing environment and making positive, healthy, trusting relationships are key to helping your child's treatment. A physically and psychologically safe environment is the basic foundation and requirement for effective mental health treatment.

Restraints are not treatment options, but safety interventions of last resort when a risk of danger to the individual or others is present. Restraints shall never be used for the purpose of treatment or discipline.

Restraints are administered in as safe and humane manner as possible by knowledgeable, trained personnel. We must state that these measures are very intrusive techniques. When implemented, the dignity, privacy and safety of your child will be preserved to the greatest extent possible at all times during the use of these interventions.

Cincinnati Children's Division of Child and Adolescent Psychiatry is committed to the decrease and prevention of restraint use within our facility. We strive to move from a culture of control to one that maximizes freedom and self-control while minimizing force and avoiding harm for all.

### **Cincinnati Children's Division of Child and Adolescent Psychiatry is committed to an environment that:**

- Supports the dignity, privacy and rights of every child
- Focuses on the physical and psychological safety of every child
- Focuses on establishing positive healthy and trusting relationships
- Promotes health and recovery

### **Psychiatric Emergency Procedure for Partial Hospitalization Programs**

- Psychiatric staff including RN, BHS, therapist, physician and other trained staff will respond, assess and de-escalate youth
- If additional support is necessary to assist in de-escalation, 911 will be called and youth will be taken to Cincinnati Children's Emergency Department for evaluation and stabilization.

*In the event of a medical emergency, the following procedures will be followed at all Partial Hospitalization Program locations.*

### **Medical Emergency Procedure:**

- Psychiatry staff—consisting of RNs, BHS, Physicians and other trained staff, will **RESPOND, ASSESS and BEGIN TREATMENT**
- If additional support or treatment beyond First Aid is needed, 911 will be called and transportation of the youth may occur for additional emergent services.

## Safety

- Glass and sharp objects are not allowed.
- Please leave anything of value at home. Cincinnati Children's is not responsible for anything that is lost or stolen.
- Alcohol, drugs, tobacco, matches or lighters are not allowed.
- Cell phones, MP3 players, hand-held game systems or other electronics are not allowed.

## Respect

- Youth and staff are expected to be respectful at all times.
- Youth are expected to dress properly. Clothing should be clean. Skin and undergarments should be covered completely and free from negative messages.
- Wearing hats or other head coverings is not allowed. If the head coverings is religious please talk to staff
- Language should be respectful. Cursing, gang, drug talk or anything that might offend another patient or staff is not allowed.
- Touching other patients in any way is NOT allowed.

## Confidentiality

- Youth and staff are required to maintain confidentiality at all times.
- Picture taking of other youth is **NOT** allowed.

# Working With Your Child's School

## At Admission

We will ask you to complete a Release of Information (ROI) consent form that will allow our treatment team to contact your child's home school. We may ask the school to share the following:

- Your child's academic progress
- Any testing done by the school
- Homework
- A copy of an IEP/504 Plan

This release form will also let us keep the school up-to-date on any services suggested by your child's treatment team. **If you do not want the school to know why your child is in the hospital, it is still important we make contact to gather school work for your child.** You can indicate what information is okay for the school to share with us and for us to release to the school.

## Talking with Your Child's School

As a parent/guardian, we encourage you to maintain regular communication with your child's school. Though academic work is not the primary focus during your child's program, **up to two hours of education group time is provided daily, Monday through Friday as part of their treatment during the regular school year.** If possible, please pick up books and assignments from school. With a signed release, we can contact the school to assist with gathering assignments so that we can begin working with your child as soon as possible. For children not currently in school, we will offer them a program that includes educational activities. This program is designed to provide educational activities that are academically appropriate for the current functioning of your child.

## Returning to School

In preparation for discharge from the hospital, talk with your child about what they plan to tell their peers about their missed school days. Remember that peers are very important to children and some will feel the need to share the reasons for hospitalization, while others will not. For those who prefer not to share, some common explanations include:

- "I was in the hospital for testing."
- "I was in the hospital to adjust my medicine."
- "I was sick."

**It is important that parents/guardians communicate and collaborate with the school in preparation for your child's return.** Our school specialists will work with your child to create a school transition plan. There are two main goals of a school transition plan. The first is to help the child be prepared for a positive return to school, which could include how to talk to peers and when to use coping skills. The second goal is to help parents and school personnel communicate openly to create a plan that supports the child's transition goals. **Creation of a school transition plan could include; communicating plans, making suggestions for coping skills, or discussing plans for making up school assignments.** In some cases, we will call a meeting with the school and parents to assist in more difficult transitions.

# Safety at Home

Research tells us that children are at high risk for suicide or self-harm after discharge and before their first mental health outpatient appointment. It is now important for you to help your child in these ways.

## We ask that you:

- Watch your child closely, particularly until his/her first outpatient appointment, following discharge.
- Talk with the therapist about how you will keep your child safe.
- Keep all mental health appointments.
- Remove all firearms from the home.
- Keep checking your child's room for unsafe items.
- Lock medications, household chemicals, cleaners, poisons, and all sharp objects in a lock box. Look for these items in your home, garage, basement, kitchen, bathroom, and storage areas.
- Secure all car keys (regardless of your child's age).
- Do not allow your child to drive.
- Use seat belt, door/window locks and alarms, cameras, and/or GPS tracker as recommended.
- Ask your child to stay in common areas of the home to avoid isolation (when awake).
- Ask your child to keep doors open (bedroom and bathroom doors can be partly open).
- Do not permit sleep overs or social activities unless you or a trusted adult can supervise your child the entire time.
- Give prescribed medication to your child and watch him/her swallow it.
- Listen to your child. Do not judge or criticize. Be mindful of the way your behavior/reactions and attitudes affect your child.

## If you or your child believes that things are getting worse, follow these steps:

- Ask your child if he/she is thinking about hurting themselves or others.
- Read your child's Safety Plan and calmly help your child remember their coping skills.
- Call your child's outpatient behavior health provider for help.
- Call the **Psychiatric Intake Response Center (PIRC)** at **513-636-4124** for help.
- **Call 911** or take your child to the nearest emergency room if you feel you cannot keep your child safe.

# Hospital Policies

***Procedures for everyone to follow to help your child receive the best care possible.***

*Our commitment to you is to create a positive experience for our patients and families.*

*We look forward to working with you to accomplish this goal.*

## Code of Conduct: Our Commitment to Safety

In order to provide outstanding clinical care, we hold high standards to maintain safety for our patients, families, visitors and staff.

### **In order for you and your child to feel safe:**

- Ask questions.
- Engage as a partner in your child's care.
- Work with your care team to create goals for your child and share expectations about treatment.
- Speak up if you see unsafe situations for your child or those around you.
- Ask your care team to explain things that are not familiar to you.
- Ask questions to find out the reason for delays, disruptions or unexpected circumstances that affect your child's care and treatment.

### **Please refrain from:**

- Shouting, cursing and aggressive, offensive nonverbal gestures
- Cruel or intimidating behaviors that create a hostile environment
- Invading personal space and privacy (such as unconsented physical contact, taking videos or photos of staff or other patients, or posting unconsented personal information about staff on social media)
- Making too much noise (including excessive TV or music volume, or loudly arguing in patient rooms or common spaces)
- Trying to physically stop or interfere with the care or treatment of a patient

### **The following behaviors are prohibited and will result in immediate action:**

- Using drugs or alcohol on hospital property
- Threats or acts of violence
- Stealing or damaging property

### **Violations will result with the following:**

- The care team will intervene.
- The security team may be called.
- You may be required to leave the unit or hospital.
- We may need to restrict your child's visitors.

## Smoking/Tobacco Policy

Our campus is smoke free and tobacco free, both indoors and outdoors. Smoking and the use of tobacco products or electronic cigarettes are not allowed. This includes all outdoor spaces and our parking lots.

## Patients and Parents/ Family Members have the **Responsibility to:**

- Provide, to the best of your knowledge, accurate and complete information about all related health matters;
- Formulate advance directives and expect the hospital staff and practitioners who provide care will comply with these directives to the extent allowed by law;
- Be considerate of other patients and staff and to encourage your visitors to be considerate as well;
- Pay for hospital and outpatient services provided, to provide necessary information to process insurance claims and/or to plan for payment of healthcare bills as soon as possible;
- Discuss with a financial counselor the possibility of financial aid to help in the payment of hospital and outpatient bills in cases of financial hardship (contact our financial counselor at 513-636-0201);
- Follow the treatment plan recommended by the practitioner and agreed upon by you;
- Follow Cincinnati Children's policies and procedures concerning patient care and conduct;
- Seek information, to the extent possible, from healthcare providers by asking any questions necessary to reach an understanding of health problem(s) and the treatment plan developed by you and the practitioner.

# Hospital Policies

## Patients and Parents/Family Members Have the **Right to:**

- Have a family member or representative of your choice and your physician notified promptly of an admission to the hospital;
- Be treated considerately and respectfully regardless of your race, religion, sex, sexual orientation, gender identity/expression, cultural background, economic status, education or illness;
- Know the names of your Cincinnati Children's physicians and nurses and the care role they play;
- Be told by the physician, in words you can understand, about an illness, treatment and prospects for recovery;
- Receive as much information as you need in order to give or refuse consent for any proposed treatment;
- Have an active role in medical care decisions, including the development and implementation of the care plan, which shall include the management of pain as appropriate;
- Make an informed decision regarding care including, to the extent allowed by law, the refusal of care;
- Privacy in medical care and treatment; this includes the right to be informed why individuals who are not directly involved in the care are present during treatments or discussions and personal privacy in general;
- Receive care in a safe setting, free from all forms of abuse, harassment or corporal punishment;
- Be free from restraint or seclusion used to coerce, discipline, retaliate or for convenience; to have trained staff safely implement permitted restraint or seclusion;
- Confidential treatment of all communications and records regarding care received at Cincinnati Children's; to access information in the medical record in a reasonable time frame;
- Be aware and informed if Cincinnati Children's feels that legal action is necessary to provide treatment;
- Receive a clear explanation of the outcome of any treatments or procedures where the outcomes differ significantly from the anticipated outcomes;
- Expect a response to any reasonable request for help in meeting special needs;
- Request assistance with discharge planning;
- Choose to remove your child or leave the hospital even when the physicians advise you not to, to the extent permitted by law; you will be required to sign a form that relieves Cincinnati Children's of responsibility for your or your child's welfare;
- Know about any connections between Cincinnati Children's and other institutions, as far as your or your child's care is concerned;
- Consent or refuse to participate in any research project;
- Know what the continuing healthcare needs are after discharge from the hospital or outpatient service;
- Know the charges for services provided, to examine your medical care bills and to receive an explanation of charges.

## Our Commitment to Nondiscrimination

Cincinnati Children's complies with applicable laws and does not discriminate against people or treat them differently on the basis of race, color, national origin, ancestry, religion, age, sex, sexual orientation, marital status, disability, or other unlawful reasons.

Cincinnati Children's provides free:

- Aids and services to help people with disabilities communicate effectively with us, including qualified sign language interpreters, written information in audio or other formats (large print, electronic formats)
- Language services to people whose primary language is not English, including qualified interpreters and information written in other languages

Contact Family Relations if you need these services.

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**PHONE:** 513-636-4700 or 1-800-344-2462 (toll-free)

**EMAIL:** [advocates@cchmc.org](mailto:advocates@cchmc.org)

**MAIL:** Cincinnati Children's Section 1557 Coordinator, Family Relations, 3333 Burnet Avenue, Cincinnati, Ohio 45229

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If you believe that Cincinnati Children's has failed to provide these services or discriminated in a prohibited way, you can file a grievance. You can file a grievance in person, by mail or email. If you need help filing a grievance the Cincinnati Children's Section 1557 Coordinator is available to help you.

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# Hospital Policies

## U.S. Department of Health and Human Services

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, by mail, phone or electronically through the Office for Civil Rights Complaint Portal.

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**PHONE:** 1-800-368-1019 or 800-537-7697 (TDD)

**MAIL:** U.S. Department of Health and Human Services, 200 Independence Ave, SW Room 509F, HHH Building, Washington, DC 20201

*Complaint portal:* [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)

*Complaint forms:* [hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html)

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## The Joint Commission

You and your child can report all quality or safety concerns to staff using the steps listed on the prior page. The hospital is accredited by The Joint Commission. If you feel your quality or safety issue has not been resolved by us, please contact:

### The Joint Commission

One Renaissance Blvd, Oakbrook Terrace, IL 60181  
[patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org)

## How to Report Privacy Concerns

You can call our Privacy Officer if you:

- Believe we have not properly protected your privacy
- Believe we have violated your privacy rights
- Disagree with a decision we made about access to your protected health information

You can contact our Privacy Officer at 1-866-856-1947, or online at [www.cchmc.ethicspoint.com](http://www.cchmc.ethicspoint.com)

# MyChart: Your Child's Health Records

MyChart is an online version of your child's medical records with Cincinnati Children's. With MyChart, you can view test results, medications, appointments, follow-up instructions, diagnoses and more.

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**WEB:** [cincinnatichildrens.org/mychart](http://cincinnatichildrens.org/mychart)

**APP:** Available for both iPhone and Android; search for "MyChart."

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## How to Sign Up

MyChart contains confidential patient information, so there are limits on who may open an account.

MyChart accounts can be created in person without an appointment. Children 13–17 years old must be present to set up their MyChart account.

*We're happy to help you with MyChart. For assistance or information contact:*

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**PHONE:** 513-636-5019

**TOLL FREE:** 1-877-508-7607

**EMAIL:** [mychart@cchmc.org](mailto:mychart@cchmc.org)

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