

Malvern Behavioral Health

1930 S Broad Street
Philadelphia Pa,
Main Number
Admissions 610-MALVERN

Visitor Handbook

Focused Recovery Compassionate Care

Welcome to Malvern Behavioral Health

The care and well-being of your loved one is very important to us. Please take a few moments and review this document which should explain a number of procedures and

activities at our program. Supporting families is important as everyone is affected by mental illness. We are happy to help you in any way possible to meet your needs.

What can I Know About the Client's Treatment?

Our program is dedicated to protecting our client's right to confidentiality. All employees are required to follow federal and state laws, as well as hospital policy in getting a client's permission before contacting anyone outside the hospital in the course of their treatment. This includes disclosing whether or not a client is even admitted to this facility.

If you are unsure if your loved one has signed a release for staff to speak with you, please ask for a release to be signed. Please note that without a release, the staff are unable to release any information regarding a client. If there is any information that is critical to a client's treatment, feel free to disclose this information to a staff member.

How can I Keep in Contact with Client's while they are in the Hospital?

Clients have the right to use our telephones to make and receive confidential telephone calls, unless the call violates a criminal law or would unreasonably infringe on other client's use of the telephone. A live person can be reached 24 hours a day and would be happy to direct your call to the appropriate person. Please be patient as clients are often participating in groups and other treatment activities. In that case a message will be taken for the client to call back during their free time.

➤ Main Number **610-480-5059**

Our clients enjoy receiving mail and have the right to send and receive sealed, unopened, uncensored mail. However, for good cause, their mail may be opened and inspected in front of them, without it being read by staff, for the sole purpose of preventing contraband coming into the program. Our clients also have the right to be provided with stationery and postage in reasonable amounts.

Who can come to Visit?

Family and friends of our clients are able to visit during regularly scheduled visiting times or by appointment arranged with the assigned Social Worker. Private visitation can be arranged for young children by speaking with the client's physician or social worker. Our client's have the right to receive visitors of their own choosing daily, and in private, at reasonable times. This includes their personal doctor, social worker, psychologist, lawyer or clergy.

If you are sick, please remember to wash your hands frequently, cough into your sleeve or a tissue, and ensure you are not touching your eyes, nose, and mouth as these are all ways to reduce the spread of infection. Hand sanitizer can be found throughout the facility, and gloves and masks are available upon request.

When can I Visit?

Visiting Hours are flexible based on the client needs. We attempt to make every effort to

accommodate visits from family and loved ones as we understand the importance of family support.

Visiting hours are:

Monday through Friday from 6:30p to 7:30p

Saturday 2-4

Sunday 2-4

We also understand that families may be traveling a distance to see their loved one. Please contact the social worker and they can make arrangements for a private visit specific to your needs. We do ask that visitors be prepared to secure their belongings in a designated area. If your visitor is bringing you clothing or some other approved item, these items may be given to the staff and will be logged into your belongings.

Families First: Open to all family members who are currently being cared for at Malvern Behavioral Health. Families F.I.R.S.T (Family Investing in Recovery and Supporting Treatment) is a program designed to support families who have been supporting a loved one who suffers from mental illness. Our program will focus on education, recognizing red flags, resources in the community, answering questions you may have about your loved one's symptoms and overall support for one another.

Parking: there is a parking garage located in Constitution Health Plaza. On street parking is also an option when available.

What will Happen when I come to Visit?

- Clients may have up to 2 visitors at a time.
- Visitors must empty their pockets of all items including valuables, sharps, lighters, matches, cell phones and cameras. All jackets and bags must either be left in your vehicle or you will be required to place them in secure lockers.
- All visitors wear "Visitor" stickers distributed by the receptionist in a visible area on clothing at all times.
- All items visitors bring for the client will be searched before it is allowed on the unit.
- All visits will be supervised in common areas throughout the unit, and all visitors must remain in designated visiting areas. These precautions are for both the safety of the client and the visitors.
- If you require a private space for your visit due to a disability or attendance of young children please prearrange this with the client's social worker.

What can I Bring when I come to Visit?

All items will be searched and inventoried for our client's safety and protection prior to being allowed in any program. If items are brought which clients are not allowed to have they will be securely stored until discharge.

Clothing- enough to last for up to a couple of days, without belts or strings, as they are not allowed on the unit. A washer and dryer are available on each unit for client use.

Toiletries- are provided on the unit for all clients; however, clients are allowed to have their own toiletries if they are previously unopened.

Personal Items- soft cover books, photos, and other personal items which are not restricted below may be brought for the client.

What should I Avoid Bringing when I come to Visit?

- Glass or plastic containers including cassettes, CDs, and CD cases
- Sharp objects
- Any tobacco products, including smokeless products (i.e. cigarettes, pipes, pipe tobacco, tobacco substitutes such as clove cigarettes, chewing tobacco, cigars, e-cigarettes, vaporizers, etc.).
- Liquids containing or including alcohol
- Electronics -Tape recorders, televisions, radios, cell phones, computers, apple watches etc.
- Electric appliances brought from home - hair straighteners, blow dryers, and curling irons
- Weapons or protection devices
- Scarves, belts, drawstrings in sweat pants, cords, straps, ties, and shoe laces
- Stuffed animals, blankets, pillows brought from home
- Anything containing batteries
- Magnets, including games and toys containing magnets
- Illegal substances and/or medications
- Anything of significant value

Smoking Cessation:

As part of a city wide smoking cessation program Malvern Behavioral Health is officially a smoke free area, this includes all tobacco products and substitutes such as vaporizers and e-cigarettes.

What is a Treatment Team?

Each client is assigned a clinical treatment team composed of an Attending Physician, a Social Worker, Therapist, a mental health technician, and a Nurse. These are the primary staff responsible for the client's treatment and discharge planning. If a release has been signed, the staff can provide you with the contact information for the treatment team. Pending a release, a staff member may request your contact information for someone to get back to you, this is to protect the privacy of our clients.

What Kind of Treatment does the Hospital Provide?

All Clients will receive daily psychotherapy and psychoeducation groups which are appropriate for their level of care, diagnosis, and current symptoms. Groups are lead by Master Level Clinicians including Therapists and Social Workers. Clients will meet with their Psychiatrist daily during their stay in an effort to maximize the treatment they receive. Some clients may be referred for individual therapy in addition to their ongoing group and structured treatment activities.

Can I be Involved in Treatment?

Family meetings are designed to help the client and other caregivers involved to explore new ways to effectively deal with difficulties and problems a client may face. The treatment team will work with the client and others connected with their care to plan a treatment program, which addresses their particular needs, and to plan for their discharge from the hospital. A meeting or phone call with the attending physician may be arranged through the Social Worker.

Can I be Involved in Discharge Planning?

Once a client is admitted to the facility, all discharges are planned by the attending physician and treatment team, once the client is determined stable and safe for discharge. The family may be involved in treatment with the approval of the client. During their stay the treatment team will work with the client to plan appropriate outpatient care, living situations, and provide any additional resources necessary to keep the client safe and stable outside of the hospital.

Does the Hospital have Video Surveillance?

For the safety of our clients, staff and visitors, cameras are installed in most common areas of the unit (including entrances, hallways, day rooms, and most other common rooms). Cameras do not record sound and are not installed in private rooms, showers/bathrooms, etc., and are only intended to provide an added level of security.

What about Non-English Speaking Clients and Families?

Malvern Behavioral Health is committed to diverse healthcare consumers and workforce. The diversity philosophy at Malvern Behavioral Health is to create an environment where each client and employee has a right to have his or her cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected. An interpreter, either in person or over the phone, will be available to clients and families when needed.

Filing a Complaint

Client's, as well as their visitors, have the right to file a complaint if you believe the Client's care or treatment is inhumane, dangerous, or illegal. Patient Advocate forms are available on each unit or you can reach the Patient Advocate Hotline at 4129 and you will be contacted the next day. You have the right to file a complaint with The Joint Commission and/or The Department of Human Services if you are not satisfied with the hospital's response to your complaint.

How do I get to the Hospital?

Malvern Behavioral Health is located in the Convention Health Plaza at 1930 S Broad Street. Upon arrival please go to the front desk on the first floor/ lobby area. There is a parking garage on site. A staff will greet you in the lobby and walk you to the elevator, we are located on the 4th floor. Visitors must be escorted to and from the unit. Visitors will be asked to lock their belongings in a designated area for the duration of their visit. We do not permit family to bring anything onto the unit.

Message from the Leadership at Malvern Behavioral Health

We hope this handbook has been helpful in describing some of the most important items you should know about your loved one's stay at our hospital. You may have other questions which arise during their stay, and our staff is available to address them with you. We are committed to helping your loved one achieve the maximum benefit possible while they are here with us. Please be sure to let us know if we can do anything further to assist you during your loved one's course of treatment.

Thank you for choosing Malvern Behavioral Health.