



To our family members:

Welcome to Malvern Behavioral Health. We want to thank you for entrusting your loved one to our care. We understand that this can be a stressful time filled with uncertainty. We appreciate your trust in us to care for someone you love so dearly. We wanted to take a moment and acknowledge any concerns you may have and assure you that our promise to you is to deliver the very best care to your loved one. We are a team of experienced mental health professionals and our goal each day is to deliver excellence in service and treatment. We treat every patient as if we were caring for our own family member.

We have included the family handbook as well as a copy of our schedule to allow you to see what happens here throughout your loved one's stay with us. We provide phones for our patients to reach out to family and friends and only ask that when reaching out to the unit, you attempt to avoid group/ treatment times. The number for the nursing station can be found in the handbook. Your loved one will also be assigned a clinician who will be your main point of contact. You can expect a call from a clinician within 24 hours of admission.

Family work is encouraged, and we offer family meetings as needed to support our patients during their treatment as well as to plan for discharge and ensure there is a plan of safety for when your loved one returns home to you. During this time when family is not able to come in person, we offer phone and skype sessions for family meetings.

We realize that while we make every attempt to communicate what to expect, there will still be questions and we want to be accessible to answer those questions. Below you will see the contact information for both the director of social work and clinical director. Please feel free to reach out at any time with any questions you may have. Your input is valued, and we want you to be assured that you can be a part of this journey to wellness. You may ask "What if my loved one refuses me access or does not sign a release?" There are times when this does occur. Our team works very hard to help each client understand how important supports are during treatment and post discharge. We will always respond to you, we may not always be able to release specific clinical information, however, we do everything possible to work with your loved one in understanding the importance of communication, even in its most basic form.

We look forward to the opportunity to be a part of your loved one's journey to recovery and thank you again for entrusting them to us.

Respectfully

The Malvern Team

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