

The background of the entire page is a photograph of a field of daisies. In the foreground, several large yellow daisies with dark purple centers are in focus. Behind them, there are more yellow daisies and some purple ones. The top of the image is partially covered by a semi-transparent dark teal bar that contains the title and subtitle.

A Handbook for Outpatients

Your Community Mental Health Services Experience

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Welcome

Welcome to the Mid-Atlantic Wellness Institute (MWI). Our goals are to ensure that your experience with us is focused on your safety and comfort, and that you receive the highest quality healthcare.

MWI is fully accredited by Accreditation Canada. Participating in accreditation and evaluating ourselves against accreditation standards enables the hospital to meet the highest standards of care. We are strongly committed to our mission of delivering the highest quality and safest care in an environment where quality, respect, caring and compassion are at the centre of all we do.

This booklet contains essential information about our commitment to making MWI safe and welcoming for all of our patients. Should you have any questions about your care or experience with us, please do not hesitate to ask a member of our staff. We value your comments and suggestions on ways we can continue to improve the care and services at MWI.

Our vision, mission and values

Vision:

To pursue excellence through improvement,
to make Bermuda proud

Mission:

To continuously strive to deliver the highest quality
and safest care to our patients, every day

Values:

- Patient-Centred
- Respect
- Ownership of successes and failures
- Unity
- Delivery of excellence
(PROUD)

Our privacy practices

Bermuda Hospitals Board (BHB) has in place confidentiality and release of medical information policies and procedures that safeguard the disclosure of personal information about anyone associated with the hospitals, including staff. The Confidentiality Policy is taken extremely seriously by BHB in the interests of protecting the private information of its patients and staff.

Your rights and responsibilities

We want you to know your rights at BHB and what we expect from you (your responsibilities). We encourage you to be an active partner in your care. This means we want you to speak openly with your health care team. We want you to ask questions and give your thoughts and opinions about your care and treatment. Please review the rights and responsibilities listed below.

YOU OR YOUR DESIGNATED PERSON HAVE THE RIGHT TO:

RESPECTFUL AND SAFE CARE

- Receive treatment with respect and compassion in a safe environment.
- Receive treatment no matter who you are and where you are from. This includes how old you are, your gender identity, your faith, sexual orientation, any disabilities or illnesses you have, or your ability to pay.
- Have someone you choose contacted when you are admitted and discharged from the hospital.
- Know the names of your health care team members and what they do.
- Have your values, beliefs and wishes respected.
- Be visited by members of your religious or spiritual community.
- Get help from the Ethics Committee for difficult decisions about your care.
- Only be isolated or restrained if there is a medical or safety concern.
- Seek help outside of BHB if there has been abuse or neglect.

COMMUNICATION AND INVOLVEMENT

- Get information that is clearly understandable to you. A sign language or foreign language interpreter can be provided free of charge.
- Have your questions about your care answered in a timely manner.
- Be told about all possible outcomes of your care.
- Participate and be involved in all decisions about your care, your treatment, services provided and discharge plans.
- Share your concerns and expectations.
- Choose a person to support you. This person can be with you during your care and make decisions on your behalf if at any time you are unable to do so yourself and if you have given them that permission. The support person is not allowed to interfere with your, other patients or staff's rights, safety or health.
- Be told fully and promptly of any adverse or unexpected safety events.
- Have your pain assessed and have your say about how to manage your pain.
- Have a second opinion.
- Refuse treatment or care.
- Decide who may visit and change your mind about who may visit.

END-OF-LIFE DECISIONS

- Let us know what you would want to happen if you are unable to make decisions about your care. This can be done in an advance health directive. BHB can provide you with one to complete. If you have one, you can update date it at any time.
- Make decisions about your end-of-life care.

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- Choose whether your organs are considered for donation or not.

INFORMED CONSENT

- Agree or refuse to care before it is provided or at any time during your treatment.
- Know the risks and benefits of your treatment, and any alternatives.
- Agree or refuse to be part of a research study without affecting your care. If you agree, you have the right at any time to withdraw from the study.
- Agree or refuse to allow any types of pictures, videos, or voice recordings.

PRIVACY AND CONFIDENTIALITY

- Have all communication and records about your care kept confidential, unless you say it can be shared, or if this is required by law.
- Have your privacy and confidentiality respected in care discussions, examinations and treatments.
- See a copy of your medical records and have your information explained.

COMPLIMENTS, COMPLAINTS AND GRIEVANCES

- Give your opinion, whether good or bad, about the care you receive.
- Have your complaints addressed by speaking directly with the doctor(s), ward nurse manager, department manager or a clinical director. You can also contact the BHB Patient Relations Manager at (441) 239-1425 or e-mail: feedback@bhb.bm. If you are still not satisfied, you may be referred to other community support groups.

YOU HAVE THE RESPONSIBILITY TO:

- Treat all hospital staff, other patients and visitors with courtesy and respect. Patients and visitors who do not will be removed from BHB properties and possibly banned from accessing non-emergency care services at the hospital. The police may be also involved as needed.
- Respect all individuals, no matter who you are and where you are from. We will consider individual requests (such as the gender of a caregiver) for privacy, religious, or cultural needs if it can be accommodated.
- Let the staff know what you would prefer for your care and treatment.
- Ask questions or let the staff know if you do not understand information or instructions.
- Provide complete and accurate information, including your full name, address, telephone number, date of birth, social insurance number, insurance coverage and employer.
- Provide as complete a medical history as you can including: information about past illnesses, hospitalisations, family history of illness, medications (prescription, over-the-counter and herbal remedies) and the use of tobacco, alcohol, illegal drugs or any other substances.
- Give the hospital or your doctor a copy of your advance health directive (if you have one) or make your wishes known at the time of admission.
- Keep appointments or call in advance to cancel or reschedule an appointment.
- Leave valuables at home and only bring what you need while in hospital.
- Sign a Departure without Authorisation form if refusing to stay at the hospital.
- Pay your bills. If you are unable to do so, contact our

Finance Department to set up a payment plan. The current fee schedule is on bermudahospitals.bm/general-information/bermuda-hospitals-board-fees-regulation/.

MWI satisfaction survey

Shortly after your discharge from MWI, you may be contacted regarding a patient satisfaction survey asking for feedback about your experience with us. We encourage you to tell us how we are doing by taking a few minutes to complete the survey. Your rating and comments will help us to not only meet your needs, but to continually strive to exceed your expectations.

Bermuda Hospitals Board Executive Team

For information about our Executive Team and Board, please visit our website at www.bermudahospitals.bm/about-us/.

Accessing Services at MWI

Our goal is to help you get settled and feel comfortable as quickly as possible.

What happens if I am referred to community mental health services?

- You can be referred to community mental health services by your GP or another helping agency or by self referral.
- The underlying reason for referral is based upon the need for help with mental health issues.
- This is often because mental health services will know more about the kind of problems you are experiencing and it's easier for them to help you.
- These services are based at the Mid-Atlantic Wellness Institute.
- The referrer will contact the team and explain the problems you are experiencing. You will be given an appointment with the person or people you need to see.
- Being seen by a community mental health team does not mean that you will have to go into hospital.
- Most people who are referred to this team are cared for and treated while living at home. With the right support, continue to lead active and fulfilling lives.

Questions to ask your psychiatrist or team member

This checklist suggests some questions you may want to ask about your illness, treatment, care and recovery. You may be able to get some of this information from other members of the team who are involved in your care. Not everyone will need all the answers to all these questions, and not all at the same time.

You may have questions that are not covered in this checklist. Even so, it should help you decide what you need to know.

About the illness

- What diagnosis do I have? – If a diagnosis has been made.
- What are the symptoms that suggest this diagnosis?
- What tests have already been done?
- Are there any other tests that might be needed?
- Have any physical problems been found and what will need to be done about them?
- Why has this happened to me?
- Will I get better?
- What are the possible diagnoses are you considering?
- What tests have already been done?
- Are there any other tests that might be needed?
- What are the aims of my care and treatment?
- Where can I get written information about the treatment I will have / am having?
- Who will be responsible for my care (identify case manager)?
- What exactly do they do?
- Who else will be involved in my treatment?
- How often will the psychiatrist see me?
- What are the plans for my treatment?
- Do I have a choice?
- How long will the treatment take?
- Would talking treatments of any sort be helpful? If so, will they be available to me?
- What happens if I refuse to have the suggested treatment?

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- Are there any ways I can help myself?
 - If I am not satisfied with my treatment and care, who do I speak to in order to
 - make comments?
 - get a second opinion?
 - make a complaint?

Getting help

- How can I get in touch with you, especially if I am not in hospital?
- How can I arrange to see you?
- What do I do if I am worried that I am becoming ill?
- Who do I contact in an emergency?
- Are there any support groups that I could get in touch with?

Carers and my treatment – My carer(s) is/are.....

- Will my carer be involved in discussion concerning my care and treatment?
- Can I decide that my carer may know only about some details of my care and treatment?
- How can it help to have my carer involved in discussions about me?

Medication issues

- What medication am I on?

What should the benefits of this medication be?

- In the short term?
- In the long term?

What are the possible side-effects of this medication?

- In the short term?
- In the long term?

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- How often will my medication be reviewed?

Managing the medication

- Why have you chosen this particular medication?
- How long will I have to take it for?
- Are there any other medications that could be used if this one does not work?
- Is the lowest effective dose being prescribed?
- What symptoms would mean the dose should be changed?
- Can I take a low dose and increase it when necessary?
- Why am I on different types of medication?
- How often will my medication be reviewed?
- What will happen if I stop the medication?
- What shall I do if I have any unpleasant side-effects?
- Do you have any written information about this medication?

Hospital treatment

- Do I need to be admitted to hospital? If so, for how long?
- What arrangements will be made for me after I leave hospital?

If not admitted to hospital

- If I am not admitted to hospital and my carer cannot look after me, who will care for me?
- If my carer needs support, where can they get it?

Self Help

- What can I do to help myself get better?
- How can I contact other people who have been through the same experiences?

A carer is any who gives regular and substantial unpaid care to a partner, relative or friend. Care could be regular day-to-day care or helping out in a crisis.

What support is available for carers?

This is organised through our Family Support Group. Ask one of your team members for details.

Your Health and Safety

Your safety is a top priority at BHB. Multiple programmes have been put in place to create a culture of safety. These include:

Patient identifiers

While you are at MWI, expect our staff to check for two identifiers (usually name and birth date) in order to make sure:

- We reliably identify the patient as the person for whom the service or treatment is intended
- We match the service, medications, specimens or treatment to that individual patient

We believe that strict adherence to this policy will ensure the safest care for each patient. Please bear with us at times when the two-identifier check seems obvious and repetitious from a caregiver. If you are in a situation where someone is starting treatment or giving you medication without matching your identification band to the treatment requisition, please speak up and remind the clinician to confirm this information.

Informed consent

Informed consent is a process of communication between a patient and physician that results in the patient's authorisation or agreement to undergo a specific medical intervention. A signed and witnessed consent form is required by law before any procedure.

The physician providing or performing the treatment and/or procedure will disclose and discuss with you:

- Your diagnosis
- What procedure is to be done and why
- Risks and benefits of the procedure and the likelihood of either occurring

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- Other treatment options and their associated risks and benefits
 - How your information will be kept confidential

In turn, you will have an opportunity to ask questions to elicit a better understanding of the treatment or procedure, time to consider your options and to review the consent form prior to signing.

Participating in your care

As an active partner in your health care team, you can help improve care, prevent errors and speed your recovery.

- Make a list of questions for your care team so you will remember to ask.
- Make sure you can see and hear well when your care team are answering your questions. Ask a relative or friend to be with you if you think this will help you understand and remember the answers.
- Make sure you receive the results of any test or procedure.
- Ask for explanations of what the results mean for you.

Speak up if you have questions or concerns. If you still don't understand, ask again. You have a right to know.

Pay attention to the care you get. Always make sure you're getting the right treatments and medicines by the right health care professionals. Don't assume anything.

Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.

Ask a trusted family member or friend to be your advocate (advisor or supporter).

Know what medicines you take and why you take them. Medicine errors are the most common health care mistakes.

Use a hospital, clinic, or other type of health care organisation that has been carefully checked out. For example, Accreditation Canada visits our hospitals regularly to see how well we meet their hospital quality standards.

Participate in all decisions about your treatment. You are the centre of the health care team.

Help prevent the spread of germs

Hand washing is the best way to prevent the spread of germs. Wash hands for at least 15 seconds. Clean your hands often and remind your visitors to do the same. Staff will welcome your reminder to wash their hands or wear gloves before examining you or giving you your medicine. Each unit is equipped with sinks for hand washing and waterless hand sanitizer dispensers for use by staff, patients and visitors.

- Practice good personal hygiene.
- Let your nurse know if your gown or linens are soiled.
- Ask friends and relatives who have colds, respiratory symptoms or other contagious illnesses not to visit you or anyone in the hospital.
- Get vaccinated if it is recommended. Flu and pneumonia vaccines can help prevent illnesses, particularly in young, elderly and high-risk patients.
- Speak up if you have any questions or concerns.

Medicine safety

While you are in the hospital, it is important for you and your physician to talk about your medicines. Tell your physician and nurse everything you are taking, including:

- Prescription medicines
- Over-the-counter medicines (like aspirin and cough medicine)

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- Medicines that a family member or friend gave you
 - Vitamins
 - Herbal products
 - Health food store products

Do not take medicines that you brought to the hospital from home unless your physician or someone on your health care team tells you that it is OK.

Before your health care team administers medication to any patient, we check for:

- Right patient
- Right drug
- Right dose
- Right time
- Right route (pill, injection, etc.)

Preventing Falls

Avoiding slips, trips and falls will help you maintain your health and wellness.

In the hospital, people can be at a higher risk for falling down. Illness and certain medicines can make you feel weaker than usual or can affect your balance or judgment. We want to keep you safe from injury of any kind, including an accidental fall. You can help!

Your healthcare team will:

- Assess you for your risk of falling upon admission and as your condition changes.
- Determine what preventive measures should be taken to try to prevent a fall while you are in the hospital, and share this information with other staff.

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- Show you how to use your call bell and remind you when to call for help.
 - Respond to your calls for assistance in a timely manner.
 - Assist you with getting in and out of bed and using the restroom as needed.
 - Provide you with safe footwear and any recommended equipment (such as a walker or bedside commode) that will make it safer for you to move about.
 - Make sure the call bell and other needed items are within reach before staff leaves you alone.

We ask you or a loved one to:

- Tell your nurse if you have a history of falls.
- Ask your nurse what your assessed risk for a fall is and what prevention measures are being taken.
- Use the call bell to ask for help before attempting to get out of bed after calling for help, stay where you are and wait for staff to come and help you when finished in the bathroom, use the call bell and wait for staff to assist you back to your bed.
- Wear non-skid footwear and use equipment that has been provided for your safety.
- Make sure the call bell and other needed items are within reach before family or staff leaves your room.

Information for You, Family and Friends

Electronic Devices - Cellular Phones, etc.

Patients and visitors may not use wireless communication devices in critical care areas, such as the Psychiatric Intensive Care Unit (PICU/ Somers Annex). Patients and visitors may use wireless communications devices in non-critical care areas, i.e., lobbies, main entrances, waiting areas and most nursing units. Please check with nursing staff before using a wireless communication device.

If you must use your cell phone, please speak in a low voice so as not to disturb the privacy and comfort of other patients and visitors.

Fire safety

Fire drills are routinely conducted to conform to Bermuda Fire Service and Hospital regulations and to ensure the safety of Hospital procedures. Fire drills or actual fire alarms begin with the sounding of a loud siren. Should the fire alarm sound, remain calm and return to your room if you are on the ward. Your nurse will keep you informed and assist you as needed during the fire event. Elevator use is prohibited during an alarm. If you have any questions, please ask your nurse.

Security

MWI security services is concerned about the safety and welfare of all patients and visitors, staff and volunteers.

- There is restricted access to the hospital after visiting hours.
- Staff and volunteers are required to wear name badges.
- If you are unsure or concerned about someone who

enters your room or the nursing unit, alert your nurse immediately.

You may contact the MWI security office on extension 2264.

A smoke-free hospital

In an attempt to promote the healthiest environment possible, MWI is a smoke-free hospital. Patients and visitors may not smoke anywhere in MWI, including on any ward, lobby or in your room.

Perfume

For the protection of high risk (sensitive/allergic) patients and staff, please refrain from using perfumes, colognes and/or other perfumed products when entering the hospital.

Latex allergies

Many people also experience allergic reactions to latex balloons therefore they are not allowed within the hospital. Mylar balloons are acceptable as they are non allergenic.

Services and Amenities

Food

MWI Cafeteria

Located on the first floor, the cafeteria serves breakfast, lunch and dinner, Monday to Friday. Visitors and patients are welcome to use the MWI cafeteria. Hours of operation: 9:05am to 10:30am, 12(noon)pm to 1:30pm and 5pm to 6:45 pm.

Vending Machines

Vending machines are located in MWI's main ground floor lobby, Devon Lodge lobby and the cafeteria.

Lost and found

If you lose an item while in the hospital, please notify the nurse manager on your ward or you may contact our security services on extension 2264.

Taxi service

Taxi pickup may be arranged with the receptionist at MWI's Reception in main lobby on the ground floor.

Pay phones

Pay phones are located in the ground floor entrance, Somers Ward and Devon Lodge lobby areas.

Special Services

Foreign Language Interpreters

BHB provides free medical interpreter services to patients whose first language is not English. Patients can communicate important medical information through our interpreter volunteers who are available via phone and on-site providing verbal or written translations for numerous foreign languages. This service is available 24 hours a day, seven days a week.

Assistance for the hearing impaired

To ensure effective communication with patients and their companions who are deaf or hard of hearing, we provide sign language and oral interpreters services free of charge. To request this service, please inform your nurse or you may contact extension 6263 or 441-239-6263 between the hours of 9am to 5pm, Monday to Friday.

Pastoral services

Pastoral care providers care for a wide range of spiritual needs and spiritual injuries, providing a sensitive and inclusive ministry in health crises. This group consists of approximately 160 representatives from most faith groups in Bermuda. They provide on-call spiritual support for patients, their families, caregivers and staff. The team is available for:

- Pastoral care and counselling
- Spiritual assessment, intervention, comfort, and nurture
- Facilitation and support of religious practices of all faiths and spiritual paths
- Emotional support
- Non-judgmental listening
- Crisis intervention
- Advocacy for patients and staff

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- Collaboration with all members of the health care team
 - Consultations on advanced directives, end-of-life decisions, and ethical issues

To speak to a pastoral care provider, inform your nurse or you may contact extension 6263 or 441-239-6263 between the hours of 9:00 am to 5:00 pm, Monday to Friday.

Ethics consultation service

An ethics consultation is designed to assist patients, families and health care providers to identify, clarify and work through difficult decisions. If you or a family member needs to discuss or report an ethical issue related to your care, dial our Ethics Consultation Hotline 441-291-4673. If you leave your name and number, an Ethics Committee member will return your call. All consultations are confidential.

Medical concierge

Our medical concierge service provides travel services to assist you and your relatives with international travel needs, including flight and hotel reservations and overseas medical services. The Medical Concierge provides these services:

- Assistance with coordinating appointments to overseas medical services
- Assistance with air, hotel, transportation and provision of discounts when available
- Connection with Meyer-Franklin Travel, a business travel service, to schedule or confirm airline reservations at the BHB travel office
- Arrangement of taxi/car service between airports and hotel
- Information about leisure activities for family members

Our medical concierge hours of operation are 9am to 5pm, Monday to Friday. Call ext. 6305, 441-239-6305, or emergency phone 441-331-7401. Email: medicalconcierge@bhb.bm

Frequently Used MWI Telephone Numbers

The following numbers are in the 441 area code. If you are using a MWI phone, you may also dial the extension number for the office or service you are trying to reach, which is the last four digits of the telephone number.

| Department | Services | Telephone Number | Fax Number |
|--|-------------------------|----------------------|------------|
| Main Line | Receptionist | 236-3770 | 236-9383 |
| Inpatient Acute Services | Somers Ward | 249-3205 249-3256 | |
| | Somers Annex | 249-3260 249-3295 | |
| Inpatient Rehabilitation Services | Devon Lodge | 249-3458 249-3252 | |
| | Reid Ward | 249-3320 249-3235 | |
| Acute Community Mental Health Services | Adult Outpatient Clinic | 249-3432 249-3433 | 239-2260 |
| Community Rehabilitation Services | Day Hospital | 249-3443 | 239-2263 |
| Health Information Management Services | Clinical Records | 249-3265 | |

| Department | Services | Telephone Number | Fax Number |
|--|-------------------------------------|------------------------------|-------------------|
| Evening/Night Managers | Resource Person | 249-3258 | |
| Substance Abuse Programme | Turning Point | 239-2038 | 239-2257 |
| | Inpatient Detox Unit | 239-2267 | 239-2266 |
| Child & Adolescent Services | | 239-6344 239-2078 | 232-1512 |
| Help Line Services | Evening/Night Manager | 236-3770 | |
| Quality/Risk Management | V.P. Quality Risk Management | 239-6405 | |
| Patient Advocate | | 239-1425 | |

Notes



Bermuda Hospitals Board

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