



A Handbook for Service Users

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 health care.

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 providing exceptional 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 service users. 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.

Sincerely,

A handwritten signature in black ink that reads "David Hill". The signature is written in a cursive, flowing style.

David Hill

Chief Executive Officer and President

Our Vision, Mission, Values

Vision:

To be Bermuda's first choice for health and wellness.

Mission:

To ensure the highest quality health care through excellent service, education and leadership.

Values:

Culture • Quality • Service • People • Leadership • Integrity •
Communications • Stewardship

Our Privacy Practices

Bermuda Hospitals Board 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 the Board in the interests of protecting the private information of its patients and staff.

Our Service Standards

Our eight Organisational Service Standards are a BHB promise: We are committed to practicing excellence in customer service. We take pride in meeting and surpassing the expectations of service users, families, physicians, volunteers, vendors and each other. And we will honour the trust placed in us by treating everyone with dignity and respect.

BHB Organisational Service Standards

- 1** Greet others in a friendly manner by making eye contact, addressing them by their last name (unless otherwise directed) and introducing yourself by name and department or title.
- 2** Respond quickly and appropriately to patient and visitor requests. Be prepared to offer directions or assistance when necessary.
- 3** Keep employee and patient information confidential. Never discuss such information in public areas, or with people who have no need to know.
- 4** Take immediate action to resolve matters brought to your attention. If you are unable to resolve, involve the appropriate people or department.
- 5** Listen and give people your full attention. When people complain, don't be defensive. Hear them out, thank them for sharing their concern and show understanding.
- 6** Keep people informed. Tell people what to expect. Invite questions. Check back and apologise for delays.
- 7** Wear your identification badge above the waist, facing forward.
- 8** Take pride in the appearance of BHB by ensuring your workplace is neat, organised and free of clutter. In public areas, pick up trash (if it is safe to do so), or promptly report matters to housekeeping.



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Mental Health Service Standards

Treat service users and service providers with courtesy and respect. Use caring behaviours and be considerate of ethnicity, race or diversity.

Cooperate with one another ensuring that teamwork is being practiced at all times.

Educate and involve service users and their carers in the planning and delivery of care.

Take initiative to engage with the service users to ensure their expectations/needs are met. Adapt your responses to make them feel comfortable and understood.

Take responsibility for keeping noise levels in clinical areas to a level that does not disturb or distract others.

Ensure service users have the best care possible by making appropriate documentation in response to clinical engagement.

Offer service users choice which promote their independence.

Do not display work-related and/or personal frustrations in the workplace.

Wear the appropriate uniform or dress attire at all times to ensure our service users feel confident in us and the BHB.



Bermuda Hospitals Board

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Service User Handbook

Your Rights and Responsibilities

We want you to think of yourself as a partner in your care by participating in your treatment choices, promoting your own safety by being well informed and actively participating in your care. We invite you to know your rights and responsibilities during your stay at our hospital:

- You have the right to receive considerate, respectful and compassionate care regardless of your age, gender, race, national origin, religion, sexual orientation, or disabilities.
- You have the right to receive care in a safe environment free from all forms of abuse, neglect or harassment.
- You have the right to be called by your proper name and to be told the names of the doctors, nurses and other health care team members involved in your care.
- You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- You have the right to be told by your doctor about your diagnosis and possible prognosis, the benefits and risks of treatment and the expected outcome of treatment, including unanticipated outcomes. You have the right to give written informed consent before any non-emergency procedure begins.
- You have the right to have your pain assessed and to be involved in decisions about managing your pain.
- You have the right to be free from restraints and seclusion in any form that is not medically required.
- You can expect full consideration of your privacy and confidentiality in care discussions, examinations and treatments. You may ask for a chaperone during any type of examination.

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- You have the right to access protective and advocacy services in cases of abuse or neglect. The hospital will provide a list of protective and advocacy resources.
 - You, your family members and friends with your permission have the right to participate in decisions about your care, your treatment and services provided, including the right to refuse treatment to the extent permitted by law. If you leave the hospital against the advice of your doctor, the hospital and doctors will not be responsible for any medical consequences that may occur.
 - You have the right to agree or refuse to take part in medical research studies. You may at any time withdraw from a study.
 - You have the right to sign language or foreign language interpreter services. We will provide an interpreter as needed.
 - You have the right to make an advance directive, appointing someone to make health care decisions for you if you are unable. If you do not have an advance directive, we can provide you with information and guidance.
 - You have the right to be involved in your discharge plan. You can expect to be told in a timely manner of your discharge, transfer to another facility or transfer to another level of care. Before your discharge, you can expect to receive information about follow-up care that you may need.
 - You have the right to receive detailed information about your hospital and physician charges.

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- You can expect that all communications and records about your care are confidential, unless disclosure is allowed by law. You have the right to see or get a copy of your medical records and have the information explained, if needed. You may add information to your medical record by contacting the Health Information Management Services 441-239-1483. Upon request, you have the right to receive a list of people to whom your personal health information was disclosed.
 - If reporters or other members of the media ask to talk to you, you have the right to give your consent about their use of recordings or photographs. You have the right to withdraw consent up until a reasonable time before the recording or photograph is used.
 - If you or a family member needs to discuss an ethical issue related to your care, a member of the Ethics Committee is available at all times. To reach a member, dial our Ethics Consultation Hotline 441-291-4673. You may report your concern anonymously or if you leave your name and number, Ethics Committee member will return your call.
 - You have the right to pastoral and other spiritual services. You may contact your personal spiritual support or ask your nurse to contact the chaplain on call.
 - You have the right to voice your concerns about the care you receive. If you have a problem or complaint, you may talk with your doctor, nurse manager or a director. You may also contact the Patient Advocate at 441-239-1425 or e-mail patientadvocate@bhb.bm

Your Responsibilities

- You are expected to treat all hospital staff, other service users and visitors with courtesy and respect; abide by all hospital rules and safety regulations; and be mindful of noise levels, privacy and number of visitors.
- You are expected to provide complete and accurate information, including your full name, address, home telephone number, date of birth, Social Insurance number, insurance carrier and employer, when it is required.
- You should provide the hospital or your doctor with a copy of your advance directive if you have one.
- You are expected to provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products and any other matters that pertain to your health, including perceived safety risks.
- You are expected to ask questions when you do not understand information or instructions. If you believe you can't follow through with your treatment plan, you are responsible for telling your doctor. You are responsible for outcomes if you do not follow the care, treatment and services plan.
- You are expected to actively participate in your pain management plan and to keep your doctors and nurses informed of the effectiveness of your treatment.
- You are expected to abstain from the use of alcohol and drugs not prescribed by your physician and administered by BHB staff.
- You are expected to leave valuables at home and only bring necessary items for your hospital stay.

- You are expected to provide complete and accurate information about your health insurance coverage and pay your bills in a timely manner.
- You are expected to keep appointments, be on time for appointments or call your health care provider if you must cancel an appointment.

MWI Satisfaction Survey

You may be contacted regarding a 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.

Chief Executive Clinical Care Team



David Hill

Chief Executive Officer and
President



Venetta Symonds

Deputy Chief Executive Officer
and Executive Vice President



Donald Thomas III, MD

Chief of Staff



Judy Richardson

Chief of Nursing, Quality and Risk

MWI Leadership Team



Patrice Dill
Chief Operating
Officer (MWI)



Sharon Apopa
Executive Director
(MWI) and
Director of Child &
Adolescent



Glenn Caisey
Director of Mental
Health Services



Mike Murray
Director of Learning
Disability



Shirley Place
Director of
Substance Abuse
(Turning Point)



Sita Ingram
Director of Allied
Health Services

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 G.P. or another helping agency or by self referral.
- Essentially 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 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 at home and with the right support, continue to lead active and fulfilling lives.

Questions to ask you 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 that you are considering?

- What are the possible diagnoses are you considering?
- What tests have already been done?
- Are there any other tests that might be needed?

Who will be responsible for my care (identify Case Manager)?

- 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 Care 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?

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- 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?
 - Are there any ways I can help myself?
 - If I am not satisfied with my Treatment and Care, who do I speak to?
 - To make comments
 - To get a second opinion
 - To 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?
- 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 organized through our Family Support Group.

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:

Service User 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 service user as the person for whom the service or treatment is intended
- We match the service, medications, specimens or treatment to that individual service user

We believe that strict adherence to this policy will ensure the safest care for each service user. 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 service user and physician that results in the service user's authorization 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
- 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 (SPEAK Up)

Becoming 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. It's your body and 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, service users 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 service users.
- 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)
- 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 service user, we check for:

- Right service user
- 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 health care 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
- 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

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- 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.

Service users and visitors may not use wireless communication devices in critical care areas, such as the Psychiatric Intensive Care Unit (PICU/ Somers Annex). Service users 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 service users 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 service users 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. Service users 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) service users 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 service users are welcome to use the MWI cafeteria. Hours of operation: 9:05 am to 10:30 am, 12:00 pm to 1:30 pm and 5:00 pm 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 service users whose first language is not English. Service users can communicate important medical information through our interpreter volunteers who are available via phone service 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 service users 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 2134 or 441-239-2134 between the hours of 9:00 am to 5:00 pm, Monday to Friday.

Pastoral Services

The Pastoral Care team cares for a wide range of spiritual needs and spiritual injuries, providing a sensitive and inclusive ministry in health crises. This team consists of approximately 160 representatives from most faith groups in Bermuda. They provide on-call spiritual support for service users, 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

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

If you need to contact a member of the Pastoral Care team, please inform your nurse or you may contact extension 2134 or 441-239-2134 between the hours of 9:00 am to 5:00 pm, Monday to Friday.

Ethics Consultation Service

Making complex health care decisions are not easy. An ethics consultation is designed to assist service users, families and health care providers to identify, clarify and work through ethical concerns. 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

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- Arrangement of taxi or car service between the airports and hotel
 - Information about leisure activities for family members

Our Medical Concierge hours of operation are 9:00 am to 5:00 pm Monday to Friday. Please call ext. 6305 or 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 4-digit extension number for the office or service you are trying to reach:

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	

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	Toni Bridgewater	239-1425	



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