

NDI Patient Guide



NeuroDiagnostic Institute and Advanced Treatment Center

*A member of the Indiana State
Psychiatric Hospital Network*

5435 E. 16th St., Indianapolis
www.in.gov/fssa/dmha/



NDI Patient Guide

Welcome!

On behalf of the NeuroDiagnostic Institute that we simply refer to as the NDI, welcome!

Here we strive to deliver expert neurodiagnostic evaluations and treat the whole individual with the most effective treatments available.

We hope to work closely with our patients, their families, outpatient treatment providers and the other Indiana state psychiatric hospitals to assist in your recovery and help you return to your communities.

What is the NeuroDiagnostic Institute?

The NeuroDiagnostic Institute and Advanced Treatment Center is Indiana's newest state psychiatric hospital. At the NDI, we use the latest technologies to evaluate patients with the most challenging and complex mental illnesses and develop treatment plans that move them more efficiently into the most appropriate treatment settings within the community or state mental health system.

The dedicated staff serve 125 beds with units that serve adults and youth. Patients are referred to the NDI from community mental health centers, other state psychiatric hospitals, and judicial partners.

The NDI is also a teaching hospital, partnering with local universities for students across numerous disciplines to gain hands-on experience in helping NDI patients in their recovery.



General contact information

The NeuroDiagnostic Institute is located at 5435 E. 16th St., Indianapolis, IN 46218-4869. Phone: 317-941-4000.

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Why am I here?

Life can be difficult and sometimes people face challenges beyond their present abilities.

You are here because you have had a crisis in your life and the judicial system or your guardian has determined that you would benefit from having:

- Some time away from your current life situation; and
- Some help restoring your mental and emotional balance.

You will soon meet with a social work case manager who will explain why you came to the NDI and how you can get the help that you need to feel better.

What will I do while I am here?

- You will be living in a safe and calm place.
- You will have your own room.
- You will have healthy food options.
- You will be part of activities and treatments designed to help you understand how this crisis occurred and what you can do to recover and return to your community and loved ones.
- You are going to learn a lot about the brain and how it is affected by stress or trauma, substances, and mental health conditions.

How long will I be here?

The NeuroDiagnostic Institute, as the name implies, specializes in the identification of brain disorders and mental health conditions of many kinds through thorough assessment and treatment of various conditions. As a result, you will:

- Determine the “how” and “why” you were referred to NDI for admission;
- Determine, with your input whenever possible, what treatments and goals will help you best in your personal path of recovery; and
- Achieve sufficient stabilization to allow for a return to your community and loved ones with continued outpatient treatment or identification of a more appropriate placement at one of our sister state psychiatric hospitals, each with its own center of excellence.

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Who decides when I can leave? What do I have to do to leave?

Your entire treatment team, led by your physician and including you, will determine what you need to accomplish before you leave and when you are ready for discharge or transfer to a more suitable location to continue your recovery. As you engage with us in treatment and work towards the achievement of your goals, you will also be working to minimize your length of stay with us.

What will I do during the first few days?

During the first few days the members of your treatment team will get to know you by asking you questions, completing assessments, and working with you to decide on the treatments that will be most helpful to you.

It is very important that you help your treatment team members do their assessments as that will help them build the best possible treatment plan for you. Remember, you are a very important part of the team.

What is it like at the NDI?

The NDI is designed to support both safety and minimization of the stress of hospitalization. Our units are small neighborhoods of 10 to 14 patients with spaces conducive to interpersonal interaction and some measure of privacy.

Research shows that after stressful events, people heal faster both emotionally and psychologically if they can live day-to-day in a calm, non-stressful environment. The staff at NDI will make every effort to create and maintain a quiet, peaceful, and calm living environment where you can feel safe. Your safety remains our number one concern at all times.

In addition, your treatment team will help you learn how to create your own mental and emotional calm, an important skill each of us needs in order to live more effectively.

Because of this hospital-wide commitment to an environment dedicated to recovery and healing, we request that you contribute by sharing your calm and doing your best to be patient and supportive of your fellow patients and NDI staff.

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Therapeutic Interventions

Group Therapy

An important part of your treatment at the NDI will be participating in group therapy. The NDI offers a wide range of therapeutic groups, and your treatment team will recommend those groups that are most appropriate for you. You also will have an opportunity to share what group topics interest you or you think would be beneficial for your treatment.

In these groups you will learn about a number of topics including stress and how your brain and body respond to stressful events and crises. You will also learn new and more effective ways to deal with challenging life events and managing your day-to-day choices for healthier living.

Individual Therapy

Depending on the unique struggle you are experiencing, you can participate in individual therapy with a therapist or psychologist. In individual therapy, you will have the opportunity to focus on learning new information about the brain and mental health conditions, explore your unique life experiences, and identify ways that you can manage big emotions or stressful events in an adaptive manner.

You and your individual therapist will work to identify your personal goals and find strategies that work for you.

Family Therapy

For some people, working with their family in therapy is an important part of treatment. You, your family, and your team will work together to determine if family therapy is an intervention that would be helpful for you.

Recreational Activities

In addition to therapeutic activities, NDI staff will provide you with opportunities for recreation and leisure. Positive quality of life is an important goal. While you are here, you will have the opportunity to be a part of many recreational activities, from physical activity and sports to board and video games.

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What is a day like at the NDI?

The schedule on each unit varies slightly, but each unit includes a standard wake up time, hygiene and medication pass, mealtimes, programming time, and free/leisure time. You can get more information about your unit schedule from your social worker.

Treatment Mall

The Treatment Mall is an area of the hospital in which you will complete portions of your programming and therapeutic treatment as well as an area for recreational and leisure activities. The Treatment Mall contains group rooms, a computer lab, a gym, an art room, a living skills room/kitchen, a game room, a social lounge, a General Store, the canteen, and a chapel. You will have the opportunity to use these different resources throughout your stay with us.

Outdoor Recreation Area/Playground/Terrace

There are multiple open-air terraces as well as an outdoor playground area within the hospital. You will have the opportunity to spend time outside at scheduled intervals throughout the week, weather permitting.

Education

Youth patients are enrolled into Indianapolis Public Schools and participate in educational opportunities according to the Indiana State Board of Education requirements. Adult patients who wish to pursue educational opportunities should speak with their social worker regarding options.

Can I attend worship services?

Religious faith can be an important part of your journey to recovery. The NDI offers a variety of ways that you can exercise your religious faith through interdenominational opportunities including regular worship services, observance of special religious services, and individual religious or spiritual care. If you are interested, be sure to contact the NDI chaplain who will be happy to show you how you can exercise your religious faith or spirituality. The chaplain is also available to help arrange for your personal clergy to visit with you.

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Who will help me get better?

You will have an extensive multidisciplinary treatment team while you are at the NDI. This team is made up of psychiatric providers, psychologists, therapists, pharmacists, social workers, recreation therapists, transitional care specialists, occupational therapists, dietitians, psychiatric nurses, and special attendants (SAs). All of the treatments you receive at the NDI are based upon evidence-based practices.

Your treatment team members will take what they learn from their assessments and build a treatment plan that will include goals for you to achieve. As you reach your goals, you will be able to advance toward discharge.

What can I do to get better?

During the initial days of your stay, your treatment team will work to get to know you as an individual with your own unique strengths and issues and preferences. The team may recommend psychological testing or medical tests designed to help understand you better. Your cooperation with this process will help us to help you.

Once that process is complete the treatment team, led by your psychiatrist and including you, will come together to create a unique treatment plan designed for you with achievable goals that will mark your progress in recovery.

Remember, you are an important part of your treatment team and the more dedicated you are to achieving your goals and being engaged with your treatment plan components, the more effective and efficient those treatments will be.

Patient Responsibilities

- Be respectful of others
- Work with the treatment team to meet your goals
- Attend group activities to make progress
- Ask questions about your treatment
- Actively participate in your treatment to work toward discharge
- Follow unit and hospital rules that are made to keep you safe and help you get better
- Respect the privacy and personal space of others
- Share your progress and problems with your treatment team
- Keep information about others to yourself
- Keep your living area clean and safe

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Where will I go from here?

You may have the opportunity to transition to another treatment facility or community setting that can best meet your treatment goals. You will be actively involved throughout this placement process.

What are the rules?

There are only two reasons for any of the rules at the NDI:

1. Rules to keep you safe
2. Rules to help you in your recovery

Rules to keep you safe

Patients may not have items considered to be contraband such as: weapons, sharp objects, alcohol, tobacco, belts, scarves, bandanas, clothing that is revealing or has inappropriate messages, cell phones, anything flammable, food, glass items, hangers, medications, pencils longer than golf size, batteries, pornography, bleach or toxic substances. This is a partial list. For a complete list see your nurse or social worker.

Patients may have certain items such as radios and MP3 players that have to be supervised for safety reasons. The use of these items is dependent upon whether your treatment team members think that you will maintain safety with the item and that they will help you get better.

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May I have visitors and how do I contact my family and friends?

Visitors

Yes, visitors are an important part of your treatment to help you get better. You will be asked to decide who you would like to visit. Visitors can be family or friends but must be over the age of 16 unless approved by the treatment team. Your social worker will help arrange visits.

Other visitation expectations and limitations are listed in the Visitation Guidelines; you can request a copy from your social worker.

Visitation Times

Visitation is monitored and coordinated by the treatment team so that it is not disruptive to the treatment programming.

Weekdays: 3–8 p.m.

Weekends and Holidays: 1–8 p.m.

Phone calls

You and your family will receive information regarding specific unit regulations for use of the phone, which is available on your unit. Telephone calls are to take place during your free time and should not interrupt treatment and activities.

A special phone system is available for our deaf population and will be made available on the unit. A designated area will be set up on each unit to ensure privacy.

Mail

Mail will be delivered to the unit each business day. Your mail will be delivered to you unopened. You are required to open letters or packages in the presence of unit staff. You will also have access to a reasonable amount of letter writing materials and postage. These items are supplied by the hospital.

Mail should be addressed as follows:

Your Name
NeuroDiagnostic Institute, *Your Unit*
5435 E. 16th St.
Indianapolis, IN 46218-4869

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What are my rights as a patient?

You have both constitutional rights, or those which are guaranteed, and conditional rights, rights that can only be restricted if they interfere with your treatment plan, but then only for a good cause, written in your treatment record and approved by the person responsible for your care. These rights are summarized below. A full list of these rights is posted on your unit, and a personal copy can be provided to you by your social worker at your request.

Constitutional Rights

- The right to receive appropriate mental health services and/or developmental training
- The right to participate in the planning of your individualized treatment plan
- The right to refuse to participate in a research or experimental treatment program
- The right to be free from seclusion/restraint unless you are a danger to yourself/others
- The right to have your records treated confidentially
- The right to humane care and protection from harm
- The right to be treated with consideration, dignity, and respect
- The right to be free from discrimination
- The right to practice your religion
- The right to be informed of advocacy services available to you
- The right to assert your grievances and have access to an internal appeal process
- The right to receive or refuse visitors

Conditional Rights

- The right to wear your own clothes and use personal possessions
- The right to keep and spend reasonable amounts of money
- The right to have access to personal storage space
- The right to communicate with and be visited at reasonable times
- The right to talk to others privately
- The right to send and receive mail unopened and have access to a reasonable amount of writing materials and postage
- The right to be free from any required work for the hospital

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What do I do if I feel that I have been mistreated?

If you should feel like you are being mistreated during your stay, there is a grievance process you can use to address your concerns. Please remember, you have rights just like people outside of the hospital.

If you think you have been mistreated:

- Talk to someone on your treatment team, for example your social worker, therapist, psychologist or unit director.
- Fill out a grievance form, put it in an envelope and write Hospital Superintendent on the front, seal it shut, give it to your unit director or a nursing supervisor to give it to the superintendent. You can get a grievance form from any staff member on your unit or your social worker.
- Discuss your problem with the Human Rights Council Chair (317-941-4221) and let them know if you are satisfied with the result.
- If you are not satisfied, you may contact any of the following:

Joint Commission Office of Quality Monitoring
www.jointcommission.org/report_a_complaint.aspx
Fax: 630-792-5636
Mail: Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181

DMHA Consumer Service Hotline
800-901-1133
Indiana Disability Rights
800-622-4845 / 317-722-5555
4701 N. Keystone Ave., Ste. 222
Indianapolis, IN 46205-1561
info@IndianaDisabilityRights.org

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Do I get to give feedback about my care?

You are encouraged to participate in the customer satisfaction surveys that are conducted periodically throughout the year and when you discharge. These surveys provide feedback to the hospital so that we can improve our services. You are also encouraged to share your feedback with your treatment team.

How is my privacy protected?

State and federal laws protect the release of your health information both while you are a patient at the NDI and when you are discharged. The NDI owns the medical record and has the right to use it for certain purposes. How and when your information can be used and released is contained in the Notice of Health Information Privacy Practices that you received upon admission. If you have any concerns about how your medical records are used, contact the NDI privacy officer through your social worker. If you would like a copy of your medical records, you will need to complete an authorization form. You can obtain this form from your social worker or the Health Information Services office.

Parent/Guardian Notification

If you have a legal guardian, your guardian will be notified of significant incidents including, but not limited to, any seclusion and restraints within the shift that the incident occurred. These notifications will be made by the social worker during business hours and by the nurse/nursing supervisor on evenings, weekends and holidays.

How will I be kept safe?

The NDI is a safe place for you to begin your recovery. The following are important for your safety:

- Security cameras are for the protection of patients, staff and visitors. They are monitored and reviewed only by authorized hospital staff.
- Weapons of any kind are strictly prohibited.
- Infection control is important to stop the spread of illnesses among our patients and staff. You can help by washing your hands a lot with soap and water. Sharing of personal belongings such as combs, hairbrushes, clothes, etc., is not permitted.
- Tornadoes and severe weather can happen around the NDI. If a tornado watch or warning is issued, you will be told where to go where it is safest.
- The NDI staff has been trained on how to respond if a fire were to occur and how to get you to a safe area.

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What can I bring with me?

Clothing and personal items

Below is a general list of items that are/are not permitted, but your social worker can provide you with a specific list tailored to your unit.

Items to bring:

- Items for personal cleanliness
- Comfort items, such as your own blanket/pillow/stuffed animal
- Books or approved activities
- Your own clothes

Suggested clothing (limit to 7 outfits)		
No.	Clothing Items	Seasonal/Optional Items
4-7	Slacks, jeans, skirts	Seasonal coat or jacket
4-7	Pairs of socks	Hat or cap
4-7	Underwear	1 pair of gloves
2	Pairs of shoes	1 pair of swimming trunks/suit
1	Pair house slippers	1 sweater
1	Robe or housecoat	Shorts
1-3	Pairs of pajamas	

Items *not* to bring:

- A lot of money
- Glass, mirrors or anything sharp
- Aluminum/aerosol cans
- Clothing with strings
- Boots or high heels
- Hair extensions, artificial fingernails or lashes
- Expensive things that could be lost, broken or stolen
- Any electronics, gaming systems or other items with cords
- Anything that records
- Any smoking materials
- Over-the-counter medicines
- Tampons
- Youth patients may not have makeup (unless they are on the appropriate phase), jewelry, hairbands or trading cards

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Other notes about personal items

- All gifts and clothing should be marked with your name.
- All clothing should be washable, and you will learn to launder your own clothing.
- Storage space is very limited, so later exchanges of clothing may be made at reasonable intervals. Suitcases or extra clothing and items must be returned with your family or friends.
- You should avoid bringing clothing that is torn, soiled, or has drug, sexually oriented or potentially offensive wording or pictures.
- The hospital cannot assume responsibility for personal valuables such as radios, MP3 players, jewelry, etc., and we discourage you from bringing such items to the hospital if you fear they will be lost, stolen or broken.
- Per state health regulations, we cannot allow food to be kept in patient rooms.
- Patient clothing can be delivered or picked up Monday through Friday between the
- hours of 7 a.m. and 4 p.m. Patient item drop off must be pre-approved by the social worker and security must be notified prior to the drop off.
- If you or your family have any questions concerning clothing or personal items, please contact your social worker.

What are the rules about tobacco?

The NDI is a smoke-free campus. No patients, visitors, or employees may smoke anywhere on the hospital campus. Any type of lighters and/or matches are considered contraband and will be sent back with your family/friends or discarded.

What about spending money?

The hospital provides a canteen where you may purchase refreshments. It is recommended that you and/or your family leave money for this account upon admission. Your money then will be deposited into an established trust account in the business office until you are ready to access it.

If your visitors bring money for you, they can leave this money with security at the front desk to be stored in a lock box until the money can be deposited at the business office during the next business day.

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What about advance directives?

Every time you visit your health care provider, you make decisions about your medical care. Although your health care provider gives you advice, you make the decisions about the treatments you will accept.



However, there may come a time when you are unable to make those decisions by yourself or communicate them. Advance directives are a way for you to make decisions about your future health care now. It will help guide your family and your health care provider in making decisions according to your wishes. To get more information about an advance directive, be sure to speak to your social worker.

What about organ and tissue donation?

Donating your organs can be a way to help others. Making your wishes concerning organ donation clear to your physician and family is an important first step. This lets them know that you wish to be an organ donor.

Organ donation is controlled by the Indiana Uniform Anatomical Gift Act found at Indiana Code § 29-2-16. A person who wants to donate organs may include his or her choice in a will, living will, on a card, or other document. If you do not have a written document for organ donation, someone else will make the choice for you. A common method used to show that you are an organ donor is making the choice on your driver's license. If you decide that you would like to be an organ donor or have additional questions, please contact your social worker.

What about pain management?

You have a right to treatment for pain. While not every cause of pain can be completely alleviated, we will work with you to maximize your comfort and quality of life. Upon admission, you will be screened for pain. If there is a history of chronic or acute pain, the nurse will complete a standardized pain assessment. The assessment is documented and added to your chart. Assessments and interventions for minor discomforts are based on the clinical judgment of the nurse.

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What now?

This book has been written to help you feel as comfortable as possible at the start of your hospitalization. You will find answers to many of your questions within this book. However, we also know that it is a lot of information to take in at once. Put this booklet in a handy place so that you can refer to it when you have questions in the future. Remember, the information in this book is general. You are encouraged to speak with your treatment team about anything specific you may need.

Who is on my team?

Psychiatric Provider:

Psychologist:

Therapist:

Social Worker:

Unit Director:

Service Line Manager:

Questions I want to ask:
