

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 neuro-diagnostic evaluation and treat the whole individual with the most effective treatments available in collaboration with our Community Hospital East partners.

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.

NDI Patient Guide

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 159 beds with floor units that serve adults and children, including an adolescent autism unit. 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 medical and nursing students, as well as interns of other disciplines, such as social work and psychology, 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

Important people to know

My patient navigator is:

My psychiatrist is:

My social worker is:

My psychologist is:

NDI Patient Guide

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 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 patient navigator who will explain why you came to the NDI and how you can get the help that you need to feel better and have a better life.

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 illnesses.

How long will I be here?

The NeuroDiagnostic Institute, as the name implies, specializes in the identification of brain disorders of many kinds and provides special tools for both making those diagnoses and treating 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.

NDI Patient Guide

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 interview you, assessing your situation and deciding 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 a new facility 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, patients heal faster both emotionally and mentally 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. Your doctors and treatment staff may make use of many effective treatments, when appropriate, to enhance your inner sense of calm and security. 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. At NDI, we're calling all of these techniques "Chronic Calm."

NDI Patient Guide

Group therapies

An important part of your treatment at the NDI will be participating in group therapies. The NDI offers a wide range of groups and your treatment team will recommend those groups that are most appropriate for you.

In these groups you will learn about 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.

Recreational activities

In addition, NDI staff will provide you with opportunities for recreation. Positive life quality for our patients 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.

What is a day like at the NDI?

Wake up and bedtime routine

Adults:

- Wake up and morning routine: 6–7 a.m.
- Bedtime routine: 8–9 p.m.
- Lights out: 10 p.m.

Youth:

- Wake up and morning routine: 6:15–7:15 a.m.
- Bedtime routine: 7–8 p.m.
- Lights out: 9 p.m.

Meal times

- Breakfast: 7:15–8:15 a.m.
- Lunch: 11:30 a.m.–12:30 p.m.
- Dinner: 5–6 p.m.

Treatment Mall

A model of inpatient psychosocial treatment provided to adults with severe mental illness to deliver recovery-oriented, evidence-based treatment. The mall is modeled after successful programs at psychiatric hospitals in other states.

NDI Patient Guide

Who will help me get better?

You will have a treatment team while you are a patient at the NDI. This team is made up of doctors, therapists and nursing staff including a psychiatrist, psychologist, pharmacist, social worker, recreation therapist, occupation and living skills therapists, dietitian, psychiatric nurses and behavior technicians. 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 leaving the state psychiatric hospital system and returning to your community or loved ones.

Patient Responsibilities

Your role on your treatment team is to:

- Do your best to contribute to the chronic calm of the NDI
- Be respectful of others
- Work with the treatment team to meet your goals
- Attend group activities to make progress
- Ask questions about your treatment
- 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

What can I do to get better?

Engaging with your treatment team: assessment and treatment planning

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.

NDI Patient Guide

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.

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, BHRA or social worker.

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

NDI Patient Guide

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. This can be family or friends and your social worker will help to arrange the visits.

Visitation Times

Weekdays: 3:30–8 p.m.

Weekends: 1–8 p.m.

Phone calls

You and your family will receive information regarding specific regulations for use of the phone. Telephones are available on your living unit. Telephone calls are to take place during your free time and should not interrupt treatment and activities. If you live long distance from the hospital the treatment team will approve a certain amount of calls that may be made each week as part of your overall treatment. A special phone system is available for our deaf population. This system is available on their living unit. A designated area will be set up on each unit to ensure privacy.

Mail

Mail will be delivered to the units each 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
5435 E. 16th St.
Indianapolis, IN 46218-4869

NDI Patient Guide

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.

You also have 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.

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

If you think you have been mistreated:

- Talk to someone on your treatment team, especially your social worker.
- 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

NDI Patient Guide

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 complaints 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.

Can I attend worship services?

Religious faith is an important part of your journey to recovery. The NDI offers a variety of ways that you can exercise your religious faith. 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.

The chaplain serves as a member of your treatment team. He or she will see you either at your request or the request of your treatment team. Observance of special religious services is held to celebrate various holidays as well. The chaplain is also available to help arrange for your personal clergy to visit with you.

Regular worship services are scheduled by the chaplain for you, with separate services available for youth and adults.

What can I bring with me?

Clothing and personal items

All clothing brought to the hospital should be durable and washable and marked with your name prior to admission. You can mark your clothing on the unit. You will also be shown how to launder your clothing on the unit. Storage facilities are limited therefore, suitcases or extra clothing and items must be returned with your family or friends.

NDI Patient Guide

Items to bring:

- Items for personal cleanliness
- Comfort items, such as your own blanket/pillow
- Your own clothes



Items *not* to bring:

- A lot of money
- Glass or anything sharp
- Clothing with strings
- Boots or high heels
- 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

Suggested clothing (limit to 7 outfits)		
Number	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	

NDI Patient Guide

Other notes about personal items

- If you have any questions concerning clothing or other items to bring, certainly feel free to discuss these with your social worker or unit nurse.
- All gifts and clothing should be marked with your name.
- Storage space is very limited on the unit, so later exchanges of clothing may be made at reasonable intervals as needed.
- 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.
- You should also avoid bringing clothing that is torn, soiled or has drug, sexually oriented or potentially offensive wording or pictures.
- Per state health regulations, we cannot allow food to be kept in patient rooms.
- Your family may directly contact the social worker if there are questions.

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. Your money will be placed into a designated envelope and deposited into the Patient Bank Box in the Nursing Service Office at time of admission and throughout your stay. Your money then will be deposited into an established trust account in the business office until you are ready to access it.

NDI Patient Guide

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 reviewed only by authorized hospital staff and only if an incident occurs which needs review and clarification.
- 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, hair brushes, clothes, etc., is not recommended.
- 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 patients to a safe area.

What about advance directives?

Every time you visit your doctor, you make decisions about your medical care. Although your doctor 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. Advance directives are a way for you to make decisions about your future health care when you can't speak for yourself. It will help guide your family and your doctor in making decisions according to your wishes. To get more information about an advance directive, be sure to speak to your social worker.

NDI Patient Guide

What about organ and tissue donation?

Increasing the quality of life for another person is the ultimate gift. Donating your organs is 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. When you get a new or renewed license, you can ask the license branch to mark your license showing you are an organ donor. 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. All nursing staff have a responsibility to report patients who have complained of pain at any time during their hospitalization so that they may have appropriate assessment and care. On 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.

Questions I want to ask:



**Indiana State
Psychiatric Hospital
Network**

State of Indiana

Family and Social Services Administration

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