



Frequently Asked Questions regarding Windhaven Psychiatric Hospital (WPH)

1. *What are visiting hours?*

Visiting Hours are from 7:00 – 8:00 pm during the week and 3:00 – 5:00 pm on the weekend, but a person must wait at least 24 hours from admission to visit.

2. *Can I bring my family member items?*

Clients wear scrubs for their safety and unit safety. Clients are provided toiletries by WPH. Clients are not allowed to have outside objects and it is all either locked away or put in a safe; so it is better to leave everything at home.

3. *It is my family member's birthday. Can I bring a cake at visitation?*

WPH allows ABSOLUTELY NO OUTSIDE FOOD OR DRINK UNDER ANY CIRCUMSTANCE.

4. *Can I bring my daughter to visit?*

All visitors must be at least 18 years of age. Any minors must receive pre-approval by calling and arranging a time outside of visiting hours; however, this is reserved for special occasions and WPH can only accommodate it with staff availability. Therefore, some requests may not be honored.

5. *Why has no one contacted me about my family member when I am the one who dropped them off?*

All clients are asked to sign releases of information upon admission for whomever they would like involved in their care. Clients who do not have guardians have the right to decline ROIs, which means staff cannot legally share any information. Also, if a client does sign an ROI at admission you should still not expect a call if you have not notified staff that you want one. You can notify staff you would like coordination by calling the unit at 928-445-5211 ext 3577 and requesting a doctor, nurse or social worker contact you.

6. *Why are you discharging my family member when I do not want them discharged?*

Your collateral information is taken into consideration regarding stability, and most people are not discharged unless a family session takes place either at the request of the family member or the staff. WPH providers are experienced and competent and recognize when a person no longer meets the very strict medical necessity criteria for inpatient and can be managed at the outpatient level.

7. *You will find my family member a place to go, right?*

WPH social work staff work diligently on finding the next level of care for patients which sometimes include a return to home, adult group homes, substance use residential programs, sober living homes, or shelters. There are many factors impacting availability, such as appropriateness of placement, but the main one is client's willingness to consent. WPH does not have the ability to force a person to go to any of the above.

8. *My wife signed in voluntarily and we want her home so can I come get her?*

The decision to discharge a person from care is based on many factors including safety, stabilization of symptoms, and safe discharge plans. The medical provider is the person who makes the ultimate decision regarding admissions and discharges though we value the input of people who know the client. Once your family member has signed the consent, he/she is in the care of WPH and will not be discharged until deemed appropriate. Therefore, a person has the option to sign out against medical advice, but this can lead to a T36 (application for involuntary commitment) being enacted placing the person on an involuntary 72 hour hold and possibly resulting in court ordered treatment.