

Please review this document to prepare for your treatment with us.

How to prepare for adolescent treatment:

1. Review the attached "What to bring to treatment".
2. Make a list of emergency/family phone numbers to bring with you to our facility.
3. Make any necessary phone calls prior to admitting.
4. If you will need to have a "Presence in Treatment" letter sent to anyone, (Probation, Judge, Lawyer, Employer, EAP, Therapist, Doctor, etc.) please bring their name and contact information with you.
5. We do not transport patients off-campus for any personal shopping, haircuts, money grams, etc.

Upon arrival – the Admissions process:

1. We will welcome you and answer any questions you and your family may have.
2. If applicable, We will collect payment and make a copy of your photo ID and insurance card.
3. We will begin the Admissions process by:
 - a. Completing the intake and admission paperwork
 - b. Completing the face-to-face admission interview
 - c. Conducting a non-invasive body search
 - d. Conducting a search of your personal property

INFORMATION FOR THE PATIENT'S LOVED ONES:

Due to HIPAA laws, we may not release any information about a patient unless the patient's guardian has provided written consent. A pin number and a signed release of information form will be required to obtain patient information.

COMMUNICATION:

Patients are permitted to make phone calls to **approved family members only**. There is a 5-day blackout period, wherein you are not allowed to make phone calls. Family members can call in and leave a message for the patient. Patients are unable to receive phone calls directly.

VISITATION:

We encourage family involvement in the patient's recovery process. While we currently do not offer open visitation days/hours, the assigned counselor will schedule all family sessions (via phone or video conferencing).

COUNSELING:

Each patient is assigned a primary counselor at the time of admission. The patient's counselor is your primary contact regarding any treatment concerns or questions. Our case manager also helps coordinate the care of all patients. We also encourage you to attend our 2-day family program. Information will be emailed to your family members after you have been admitted into treatment. Additional support services include www.al-anon.alateen.org / www.nar-anon.org. We also encourage joining an alternative peer group (APG).

NURSING:

We provide medical detox through our medical and nursing staff who is available 24 hours a day, 7 days a week.

HOW INSURANCE WORKS AFTER THE PATIENT HAS ARRIVED:

Each insurance company has medical-based guidelines that we must follow to access the benefits provided in their policy. There are two components to this process:

Pre-certification: We call the insurance company and inform them the patient is here. Insurance will then approve the initial admission and will give us a date to review the patient's progress.

Concurrent Reviews: We call the insurance company to report the patient's progress. The insurance company will then approve the use of benefits for a specific time and set a date for the next review. This step is repeated as many times as the insurance company requires.

We work diligently to maximize the treatment days available for each patient.

What to bring to treatment:

Patients must come to treatment with all their necessary clothes and shoes.

- All prescription medications for the entire stay in their original containers (samples are prohibited)
 - Not allowed: narcotics, amphetamines, controlled substances, sleep aids, etc. or they will be destroyed
 - Please place all your medications in one bag.
- ID or Driver's License- This will be needed to fill any medications.
- Insurance/prescription/pharmacy card and Dental insurance (or payment method for prescriptions)
- Toiletries – **MUST BE NEW and UNUSED** (Cannot Contain Alcohol in first 3 Ingredients), (NO Q-Tips or Cotton Balls).
- Casual conservative clothing for 10-14 Days (NO HATS OR HOODIES).
- Lite Jacket or Sweatshirt – It can be cool in the building and at night outside.
- Laundry facilities are provided -must bring laundry detergent (No PODS).
- The drop-off of additional items on Sundays is not permitted.

Prohibited Items:

- Drugs / Alcohol—Patients are not allowed to purchase, possess, or use legal or illegal mind/mood-altering substances including over-the-counter cough and sleep aids. No drug paraphernalia is allowed. If you have legal or illegal mind-altering substances in your possession at the time you are admitted, you will be asked to give these to the nurse on duty. Illegal substances will be disposed of.
- **Cash, Debit Cards, or Credit Cards**
- Tobacco / Nicotine Products (Cigarettes, Dip, Chew, Vapes, or e-Cigarettes), will be confiscated and destroyed.
- Electronic devices including laptops, video games (including consoles), DVDs, cameras, TVs, clock radios, e-readers, smartwatches, tablets, iPads, iPods, MP3 players, or fit-bit types of devices.
- Cell phones – please leave them at home or with your family.
- Expensive jewelry.
- Mouthwash containing alcohol.
- No straight or bladed razors of any kind. (Only electric razors are allowed).
- Aerosols (including shaving cream).
- Over-the-counter medications.
- Lighters.
- Weapons and/or anything deemed so by staff.
- Paints, paint thinner/remover, turpentine, denatured alcohol, rubbing alcohol, kerosene, gasoline or Freon, fireworks, candles, incense, airplane cement, glue, or adhesives.
- Hair dyes or hair coloring products, nail polish, and polish remover.
- Sports equipment (weights, fishing poles, baseball bats, etc.).
- Pornography.
- Clothing: clothing with inappropriate messages or symbols which have sexual, gambling, racial, alcohol, or drug references; low-cut shirts, crop tops, crocheted, knitted, or see-through shirts; shorts higher than 2 inches above the knee, hats, hoodies, leggings, skirts, yoga pants/shorts, sleeveless shirts (including under shirts).
- Perfume/cologne/ body spray.
- Outside Food/ Drinks- NOT ALLOWED TO BE BROUGHT ON CAMPUS.
- Coolers, coffee pots, cooking devices, stuffed animals, electric blankets, and heating pads.
- Blankets, towels, or other linens (Only new pillows still sealed in plastic are allowed).
- Other items deemed inappropriate by staff.