

More important answers....

How should I dress?

We recommend you bring three changes of comfortable clothing. Hospital gowns are also available, if needed. To prevent clothing from being a distraction during treatment, we ask that you observe the following dress standards: Please wear undergarments and make sure clothing is not ripped or torn. Please use appropriate sleep wear and dress modestly. Please ask us if you need clothing or assistance.

We encourage you to shower daily and take time for your personal grooming before leaving your room in the morning. We will provide all personal care items like soap, shampoo, deodorant, etc.

Can I send and receive mail?

Cards and letters allow you to remain in contact with friends and family, and there is not a limit on the amount of mail you can send or receive. You will be asked to open your mail in the presence of a staff person to ensure it doesn’t contain restricted items. The content of incoming and outgoing mail is not screened. On rare occasions, mail may be restricted by order of the court or by doctor’s order. If so, the reason for this will be discussed with you. An option is available for family/friends to send greetings via e-mail. Go to www.parksideinc.org

Can I have visitors?

Visitation occurs on the first floor of the hospital with staff supervision. You may have up to two visitors at a time. Children must be age five or older and accompanied by an adult. If supervision is not adequate, the visit may not be permitted. If anyone becomes out of control during a visit, visitors will be asked to leave. Occasionally, visitation may be restricted by court or physician orders. If this should occur, you will be notified and provided with an explanation. Please remember:

- Visitors are required to show a photo id and sign the guest book upon arrival.
- Respect the confidentiality of the other patients and do not discuss their issues with anyone.
- Visitors should leave purses and cell phones in the car or secured in the lockers provided .
- Visitors cannot bring food, beverages, or chewing gum to visitation.



Patient fresh-air balcony

What if I smoke?

Parkside is a nonsmoking facility. Please talk with the nurse about nicotine patches and smoking cessation help.

Important phone numbers:

| | | | |
|---------------------------------|--------------|--|--------------|
| Unit phone/Nursing Station: | 918-588-8890 | Psychiatrist— Dr. Dion Owens | 918-588-8890 |
| Therapist— Debra Beasley, LPC | 918-588-8821 | Exec Dir of Clinical Svcs— Cynthia Rorie , LPC | 918-586-4263 |
| Therapist— Godwin Ehireman, LPC | 918-588-8838 | | |
| Therapist— Denise Gogolin, LPC | 918-588-8897 | | |

We encourage your feedback about your experience at Parkside. After discharging, please visit us on-line and share your thoughts.

www.parksideinc.org/resources/your-feedback/

Thank you!

Need to access medical records? Please call 918-588-2804.

If you have concerns about safety or quality of care provided at Parkside, please talk to the Unit Director at 918-586-4263 or the Grievance Coordinator at 918-582-2131.

If, after sharing your concerns, you feel your problem has not been properly addressed, you may contact

The Joint Commission at 1-800-994-6610 or complaint@jointcommission.org

Adult Inpatient Treatment Unit

Patient & Family Handbook

Welcome to the Adult Unit at Parkside.

By coming to Parkside, you have taken a positive step in improving your mental health. We will provide you with the highest quality care to help you move past the difficulties of your current life.

This handbook has answers to many of your questions and will help you to understand what to expect during your treatment stay.

While in treatment, you will be involved in individual, family, and recreational therapy. Your care will be coordinated by a psychiatrist. In addition, you will be encouraged to participate in group sessions.



Nurses’ Station Phone— 918-588-8890

Toll Free— 866-884-9545

Mailing and Finding address:

Parkside Adult Unit
1239 S. Trenton Ave.
Tulsa OK 74120

Visiting Hours:
[Special holiday visits are also scheduled.\)](#)

[Saturday: 12:30—1:30 p.m.](#)

[Exceptions: Clergymen, case workers, and attorneys may visit by appointment and should phone the unit in advance to make arrangements.](#)

Parkside is licensed by the State of Oklahoma, Department of Health and is accredited by the Joint Commission.

How Will I Track Progress

You will hear us talk about stages of care, which simply helps us determine what activities are safe for you. There are three different stages:

Serenity Stage

Serenity is your initial stage, which necessitates that you remain on the unit for all programming. Serenity generally lasts for 24 hours or until your psychiatrist determines you are safe to progress to the next level. During this time, you may only have visits from your attorney or clergy. If at any time during your stay, your mental status becomes more threatening to yourself or others, you may return to Serenity stage.

Healing Stage

During the healing stage, we believe it is safe for you to have visitors at the regularly scheduled visiting times. You may also attend activities off the unit within the hospital building.

Integrative Stage

When you reach the integrative stage, you may have visitors and enjoy additional privileges or benefits. Activities are always supervised by staff and dependent upon staff availability.

Discharge Planning and Aftercare

We believe it is important to have follow-up care when you leave the hospital, so we will make referrals according to your needs. We will arrange outpatient appointments and assist you in becoming familiar with available community resources. If your psychiatrist prescribed medications for you, we will review them with you at discharge to be sure your questions are answered. In addition, we will arrange appointments with your psychiatrist and a therapist for you as part of your aftercare plan.

What if I have a Setback?

We understand you might encounter obstacles. In fact, sometimes you might get frustrated and act in unhealthy or unsafe ways. If this happens, we will try to help you regain your composure. Please keep in mind our goal is your safety, and we will strive to protect you while also preserving your dignity, rights, and wellbeing. Please refer to the Seclusion and Restraint Policy you were given at admission.

How Can I Get the Most Benefit?

Be Involved

We believe you will benefit the most from your treatment if you participate in all of the groups and activities; therefore, we will remind you of what is being offered throughout the day and evening. A schedule is also posted on the unit to help you know what is provided on each day. If you choose not to participate in the program, you may be dropped back to Serenity Stage.

Limit Distractions

Because we want your focus to be on your treatment, watching TV and listening to the radio is limited to specially designated times. Staff will monitor program viewing and may use their discretion in changing channels. TV, radios, and telephone will be turned off during scheduled activities and at night.

Avoid Personal Involvements

Romantic involvements with other patients can also take your focus away from treatment, so they are strongly discouraged. We ask you to refrain from any physical contact with other patients. We discourage trading of phone numbers with other patients as this may interfere with your treatment. If sexual activity is suspected, both parties may be sent to the emergency room for a physical examination.



Patient Common Area/Dayroom

How will you keep me safe?

Safety is our top priority. Some items are not allowed on the unit. This includes clothing with drawstrings, shoe laces, belts and many other items. These are disallowed for the safety of everyone. We are aware that the environment and rules feel restrictive, but it helps if you relax and keep in mind that this helps us to maintain a safe and predictable environment for all.

What about other stuff?

What about medications?

All medications are ordered by your psychiatrist or medical staff and will be given to you by a nurse at designated times. Personal medications you bring to the hospital will be removed by a nurse and kept in a locked area. If ordered, a nurse will give them to you at the required times. We will return the medications to you at discharge if your psychiatrist orders.

What about meals?

Your meals will be served at scheduled times each day. We offer snacks during the morning, afternoon and evening hours. Please consume food and drinks in the dayroom. Outside food and drinks are prohibited. All Parkside patients and associates are encouraged to wash their hands frequently, particularly after using the restroom and before eating. In between hand washings, anti-bacterial hand sanitizer is available. Hand washing is the number one way to prevent the spread of colds and flu.

Can I use the phone?

Personal phone calls are allowed between 8 a.m. and 10 p.m. when there are no scheduled activities or therapy programs being offered. The receiver is removed from the phone during scheduled programming and after 10 p.m.

- We ask that you please limit calls to ten minutes and wait at least ten minutes between calls to allow others to use the phone.
- Please respect the confidentiality of other patients.
- Please do not discuss the names and issues of other patients
- Phone calls are private; however, if you become loud and abusive, we will ask you to end the call.
- If you use the phone inappropriately (such as calling 911, using profanity, threatening others, overusing the phone), your phone privileges may be discontinued.

What if I feel ill?

If you feel ill, inform a staff member of your symptoms. The nurse will evaluate your condition and determine the appropriate medical personnel to contact.

What about rest?

Sleep is an important part of your treatment. We believe you will gain more from your program when you have adequate rest each night. Bedtime is scheduled for 10:15 p.m. nightly.

On weekdays (except holidays), you will be awakened at 7:00 a.m. (You may be awakened earlier if you need special treatment procedures like vital signs or glucose testing.) On holidays and weekends, you will be awakened at 7:30 a.m. Prior to breakfast, please attend to activities of daily living (wash face and hands, brush teeth, comb hair, dress in clean clothing, make bed, straighten room).



Patient Dining Room

What about laundry?

Linens are provided, including towels, washcloths, and bed sheets. A washer and dryer are available for laundering your personal clothing, and detergent is provided.



Patient Bedroom