

INTRODUCING NEW HAMPSHIRE HOSPITAL STAFF

Many different staff work at New Hampshire Hospital. All Hospital employees are required to wear a photo identification badge in an easy-to-see place. We will help you in every way that we can. We hope your time here is as positive and helpful as possible.

Psychiatrist/Psychiatric Nurse Practitioner

- The clinician who leads your Treatment Team
- Prescribes any medicine you may need
- Writes orders for your care

Medical Doctor/Physician's Assistant /Medical Nurse Practitioner

- Physical examination
- Special medical care and referrals

Nurse

- Advice and guidance on how to become and stay healthy
- Help you feel safe and calm
- Give you medications and tests that are ordered

Mental Health Worker

- Helps you plan your day and understand how things work where you're being treated
- Assists with daily activities if you need help
- Follows the directions of your nurse in helping you quickly regain your health

Social Worker

- Meets with family and friends if necessary
- Helps you get ready to leave the Hospital
- Helps you plan appointments and other arrangements for after your discharge

Psychologist

- May work with you in groups or alone as a counselor
- May meet with you to complete tests that will help us better know you
- May give special advice to your psychiatrist on the care you need

Rehabilitation

- "Rehab" staff provide a variety of groups and activities to assist in your care
- Specialized therapies are made available if needed (physical therapy, speech therapy, etc.)
- You will be able to visit the Patient Library

Dieticians

- Help you with special food and diet needs

Pastoral Care

- Available for your spiritual needs as is our interfaith chapel

Others

- Many other staff will be about the building including housekeepers, repair people, safety officers, and administrative staff.

FREQUENTLY ASKED QUESTIONS ABOUT BEING IN THE HOSPITAL

VISITING HOURS: *What are the visiting arrangements? Can my young children visit?*

Visitation protocols shift periodically as necessary in response to the pandemic. We make every effort to provide a safe environment for you to see your loved ones. Your treatment team will be able to explain the most current visitation options, which include in-person and or video visits. Children under 13 are not permitted to visit on the units however, your team will work with you on a plan that meets your family's needs.

TELEPHONES: *What about telephone calls?*

There are phones on each unit.

MY BELONGINGS: *What can my family or other visitors bring to me?*

While you are here, you will need a few days of seasonal clothing. Belongings must be screened by staff to ensure they do not include items that present a safety hazard in our secure facility. Valuable items, such as jewelry or large sums of money, are not recommended because of the risk of loss. Cell phones, tablets or similar devices are not permitted to maintain confidentiality. These items can be stored in the Hospital safe until you or a family member can take them home. Patients may keep only the belongings that can fit into the cupboard in their rooms. Additional belongings must be sent home or disposed of. Food and beverages cannot be kept in patient rooms. Please ask your visitors to limit such items. Please check with a member of the staff for more details.

MONEY: *What if I don't have any money?*

If you have emergent financial needs while at NH Hospital you can discuss those with your assigned Social Worker and they will direct you to the appropriate resources.

HOSPITAL PAYMENT: *Who will pay for me to be hospitalized at New Hampshire Hospital?*

If you have access to insurance coverage through Medicare, Medicaid, or private insurance, then the hospital will bill your insurance coverage for your stay. You will be liable for any co-pays or deductibles not covered by your insurance coverage. If you do not have insurance coverage or your insurance coverage does not cover your entire stay, then you may be personally liable for your stay based on your ability to pay. You will be contacted by a representative of the Office of Reimbursement to complete a financial statement to determine any insurance coverage and to assess your ability to pay for your stay at the Hospital.

The representative from the Office of Reimbursement is available to you while at the Hospital or after discharge to assist you in completing the financial statement. Law (RSA 126-A) requires the financial statement to be completed even if you have insurance coverage. Please direct any questions you might have related to cost of care, your obligation to pay or payment arrangements to the Office of Reimbursement at 271-6117.

New Hampshire Hospital will provide you necessary care regardless of your ability to pay. The Office of Reimbursements and/or your social worker may be able to assist you in obtaining public assistance that may help cover some or all of your costs at the Hospital.

MEDICATIONS: *Will I have to take medicine?*

You or your guardian will make this decision with the advice of your doctor and Treatment Team. Medication can help you to overcome the difficulties of mental illness. As with any other kind of medication, there are possible side effects. We encourage you to spend time with your psychiatrist and your registered nurse to get as much information as you can to make this important decision about your treatment.

SEARCHES: *I understand that when I am admitted and possibly at other times, the staff may search my clothing, my belongings and even me! Why is this necessary?*

This is necessary to keep you and other patients and staff safe. Some people act in unusual ways when they have a psychiatric illness. We do searches only when necessary to provide a safe environment, which allows you and other patients to recover as quickly as possible. The staff is taught to handle searches in a respectful and discreet manner and any items removed will be returned to you (unless they are illegal substances or weapons).

SMOKING: *If I'm a smoker, will I be able to smoke?*

No. The Hospital is a tobacco-free campus. We can help you with patches, gum or other assistance.

DRIVING MY CAR: *Will I be able to drive my car?*

You are not allowed to drive a car during hospitalization. It is important to be fully participating in treatment and focusing on getting well. Many of the medications make you drowsy when you are getting used to them. You may be allowed to drive your car to plan your discharge.

HOW LONG WILL I STAY? *How long will I have to stay here?*

Your length of stay will depend on your legal status and how quickly you recover from your illness. The symptoms and behaviors that occur as part of mental illness may make it difficult to live safely and/or independently in the community for a while. The staff at New Hampshire Hospital adheres to a philosophy of treatment that restores health to each individual and supports independent living outside the Hospital.

STUDENTS AND TRAINING: *Who are all the students at New Hampshire Hospital?*

As a teaching hospital, New Hampshire Hospital helps to train students in many health care professions. All staff members and students are required to wear identification badges and to introduce themselves to you.

GIFTS: *Does the hospital allow staff to receive gifts from patients or their families?*

No. Knowing that our care has made a difference in the lives of our patients and their families is always gratifying; NHH Policy on Boundaries does not permit staff to receive gifts of any kind. Letters of appreciation are acceptable to send to the hospital.

HOSPITAL ACCREDITATION: *Is the Hospital licensed or accredited?*

This is a State owned and operated facility that is part of the New Hampshire Department of Health and Human Services. Our programs and beds are certified for participating in the Medicare and Medicaid Program. We're committed to quality health care. Proof of this commitment is our accreditation by the Joint Commission. We've been awarded accreditation because we strive to provide the very best care possible, and we've proven it by meeting The Joint Commission's standards for high quality health care.



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