Thank you, Veterans!

VETERANS HANDBOOK

25-2 Inpatient Psychiatry

GULF COAST VETERANS HEALTH CARE SYSTEM

Revised Feb. 2014

Biloxi, Mississippi
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We care...

Integrity | Commitment | Advocacy | Respect | Excellence

Thank you, Veterans!
Welcome to 25-2 Behavioral Health Inpatient Unit!

We are proud to serve those who have served our country and those who are currently serving our country. Your health care needs are very important to us, and we are glad you chose our hospital to serve you. Our goal is to provide the best care possible using evidence-based practices. Your complete satisfaction and confidence in the services we provide is of utmost importance.

Your doctor has determined that you may benefit from being admitted today. Our unit is an Acute Inpatient Psychiatry Unit. Your length of stay is expected to be short, but may vary according to progress.

Initially, many Veterans are in crisis and stressed when they enter the Behavioral Health Treatment domain. The inpatient unit is designed to work with you in establishing a recovery oriented treatment plan. Our goal is to enable you to recover from the current crisis and help prevent future crisis. The Culture of Recovery model is designed as a therapeutic setting providing a safe, structured environment which allows for mental healing to begin.

Many people face acute and chronic disease episodes. These diseases can range from physical to medical to mental illnesses. After you enter an acute phase of an illness, the recovery phase soon approaches. This phase, depending on severity, can last days, weeks, months or even years.

You will be assessed by various disciplines that will help define areas in which you need more focus, and a plan will be developed based on the assessments. You will play an integral part in developing your treatment plan.

Mission Statement

The mission of the inpatient psychiatry unit is to provide Veteran-centered treatment that meets the needs of those in crisis and to assist them on their journey to behavioral health recovery.

Health Care Team Members

The core treatment team is a group of health care professionals who will work with you to put a treatment plan into practice. The plan will be individualized to best meet your needs. The treatment team consists of:

- You, the Veteran
- A Registered Nurse (RN)
- Your Psychiatrist (Doctor)
- A Social Worker
After all assessments have been completed, the treatment team will meet with you to develop your treatment plan. At your request, a family member(s) may have input into your care. Your family will not attend initial meeting, but may schedule an appointment to meet with your treatment team at another time during your stay.

Other members who may be included in your treatment team are:

- Psychologist
- Recreational Therapist
- Licensed Practical Nurse (LPN)
- Nursing Assistant (NA)
- Physical Therapist
- Chaplain
- Respiratory Therapist
- Occupational Therapist
- Pharmacist
- Dietitian
- Peer Support Specialist

**Patient Rights and Responsibilities**

Veterans Health Administration (VHA) employees will respect and support your rights as a patient. Your basic rights and responsibilities are outlined in this document. Talk with VA treatment team members or a patient advocate if you have any questions or would like more information about your rights.

This is a voluntary inpatient program, unless you are on a 72-hour hold or if you are committed by a court order.

*All patients have a bill of rights.*

---

**1 |**

**Respect and Nondiscrimination:**

- You will be treated with dignity, compassion and respect as an individual. Your privacy will be protected. You will receive care in a safe environment. We will seek to honor your personal and religious values.
- You, or someone you choose, have the right to keep and spend your own money. You have the right to receive an accounting of VA held funds.
- The treatment team will respect your personal freedoms. In rare cases, the use of medication and physical restraints may be used for your safety or the safety of others. We will first exhaust all other efforts before using any restraints.
- As an inpatient, you may wear your own clothes and keep certain personal items. This depends on your condition.
- As an inpatient, you have the right to social interaction and regular exercise. You will have the chance for religious worship and spiritual support. You may decide whether or not to participate in these activities.
- As an inpatient, you have the right to communicate freely and privately. You may refuse visitors. You will have access to public telephones and the right to receive and send personal mail. (See Telephone Service for more details.) We are currently looking into the provision of a computer for inpatients to use as well.
- You may take part in civic rights such as voting if you are registered to vote.
• In order to provide a safe treatment environment for all Veterans and staff, you are asked to respect other Veterans and staff and to follow the facility’s rules and regulations. Avoid unsafe acts that place you or others at risk for accidents or injuries. Immediately report any condition(s) you believe to be unsafe.

2 | Information Disclosure and Confidentiality:

• You will be given information about the health benefits you can receive. The information will be provided in a way you can understand.
• You will receive information about the costs of your care, if any, before you are treated. You are responsible for paying for your portion of the costs associated with your care.
• Your medical record will be kept confidential. Information about you will not be released without your consent unless authorized by law (for example, state public health reporting). You have the right to information in your medical record and may request a copy of your records. There are rare situations where your VA physician may feel this information will be harmful to you. In that case, you have the right to have this situation discussed with you by your VA provider.
• You will be informed of all outcomes of care, including any injuries caused by medical care. You will be informed about how to request compensation for injuries. You will be asked if you would like to have your name on the VA directory. If you do not want your name on the directory, tell a treatment team member as soon as possible.

3 | Participation in Treatment Decisions:

• You, and any persons you choose, will be involved in all decisions about your care. You will be given information that can be easily understood. It will include benefits and risks for treatment. You will be given other options. You can agree to refuse treatment. Refusing treatment will not affect your rights to future care, but you have the responsibility to understand the possible results if you choose to refuse treatment. Your health could be affected. If you can’t follow the treatment plan, it is your duty to tell the treatment team.
• As an adult, you have the right to make decisions about your health care. You have the right to decide whether to withhold or withdraw life support. You and your family are encouraged to make your wishes known by making an Advance Directive. Discuss this process with your social worker who will be able to help you.
• You will be given, in writing, the name and professional title of the provider in charge of your care. As a partner in the health care process, you have the right to be involved in
choosing your provider. You will be educated about your role and responsibilities as a patient. This includes your input in decision making and care at the end of life.

• Tell your provider about your current condition, your medicines (including over-the-counter medicines and herbals) and your history. Also, share any other information that affects your health. Ask questions when you don’t understand something about your care. This will help in providing you the best care possible.

• You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.

• You have the right to choose whether or not you will take part in any research project. Any research will be clearly identified. Potential risks of the research will be identified. There will be no pressure on you to participate.

• You will be included in resolving any ethical issues about your care. You may consult with the VHA Biloxi Ethics Committee and/or other staff educated about health care ethics.

• If you or the VHA Biloxi believes that you have been neglected, abused or exploited, you will receive help.

• As an inpatient, you will be provided any transportation required for your treatment plan.

4

Your Responsibilities:

You have responsibilities that go with your rights. Demonstrating these responsibilities helps the staff assess your self-care abilities and can reflect the progress you are making.

You are responsible for:

• Participating with your treatment team in developing your plan of care.

• Doing your best to achieve goals you and your treatment team set.

• Providing staff with information about the effects of your medication.

• Informing the staff if you are having trouble controlling your feelings.

• Keeping your sleeping area neat, with the bed made each morning.

• Maintaining proper hygiene and daily grooming.

• Maintaining proper nutritional intake.

• Attending and participating in therapeutic groups and activities.

Veteran information is confidential. Do not linger around the nurse’s station.

5

Your Privileges:

During your hospital stay, you will have certain activities available as your treatment progresses. The treatment team wants you to have the maximum privileges that can be safely managed. There is a distinct difference between rights and privileges.

During your inpatient stay, you have rights that can only be limited by an order from the physician. Such rights
include but are not limited to:
- Treatment for health conditions
- Visitations
- Phone calls
- Receiving and sending mail
- If you exhibit behaviors that are threatening to yourself or toward others, your off-unit privileges may be restricted until your behavior is no longer a threat. You must not present a harmful risk to yourself or others.
- Nursing staff will inspect your bedroom and bathroom during rounds. These rounds are done to ensure you are keeping your space in a neat and orderly fashion. The staff will check to see that you are taking care of your personal hygiene and grooming. These reports will be given to the nurse. They may be used as part of your overall assessment and reassessment of grooming and personal responsibility.

6 | Complaints:

If you have any complaints or concerns, you may contact any member of your treatment team (for example, physician, social worker, nurse etc.). You may complain verbally or in writing without fear of retaliation. If your concerns or issues are not resolved within the hospital, you are encouraged to call the Patient Advocate at (228) 523-5761. You may also contact The Joint Commission.

Contact information for The Joint Commission:
Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Faxed to: (630) 792-5636
Email to: complaint@jointcommission.org

Admission Process

Patient Search:
Your belongings will be searched under the following circumstances:
- When you are admitted or transferred to a closed psychiatric ward
- If you are arrested by VA police
- When your behavior indicates potential harm to self or others; for example, a threat to harm self or others and/or if you are believed to have concealed a potentially harmful item(s)

A staff member will check all items brought to the hospital. A list will be made and placed in the medical record. For your safety and the safety of others, you may be searched each time you leave and return to the unit.

“Do Not Bring” Items:
Do not bring these items into the inpatient unit. If you have any of these items with you, tell the nurse as soon as possible:
- Picture ID
- Social Security card
• Cell phone
• Alcohol
• Electronic devices (such as a radio or DVD, CD or tape player)
• Checkbooks and credit cards
• Medicine(s) from home

**Weapons:**

**Weapons of any kind are not allowed on VA grounds.** This is for everyone’s safety. Anyone entering the VA grounds may be inspected for weapons. Verbal consent must be granted. Refusal to consent constitutes grounds for denial of entry onto VA grounds.

Potentially dangerous objects on the unit will be secured. Such items may include:

• Aerosols cans or sprays
• Aftershave lotion
• Any item a nurse may deem unsafe
• Belts
• Boots of any type
• Bottled or canned drinks
• Canes
• Chains
• Flammable liquids
• Glass objects
• Guns
• Items with electrical cords
• Knives
• Large rings
• Matches or lighters
• Mouthwash
• Nail clippers or files
• Razors
• Scarves
• Shoestrings
• Sunglasses
• Walkers

All items taken from you when you are admitted will be stored in a safe place or given to a family member (with your consent) to take home.

The VA police will be notified of any of the following items, and they will decide what to do with the item(s):

• Alcohol
• Ammunition
• Any item that could be used as a weapon
• Drugs
• Firearms or parts of firearms
• Knives

Items taken will be returned upon discharge (with the possible exception of weapons, drugs or similar items). Lockers and rooms will be checked for items not allowed on the unit. If any of these prohibited items are found, they will be removed immediately.

**Clothing and Valuables:**

**Bring only the things you will need!**

You will have closet space in your room. You may have a roommate. It is your responsibility to store, secure and protect your property while you’re here.

*Anything of value such as jewelry, watches, money, credit cards, electric scooters, etc., should be sent home.*

**Dos and Don’ts:**

• Do place personal grooming items on the Hygiene Cart
• Don’t wear sunglasses
• Don’t carry a purse
• Don’t wear a hat
• Don’t have belts or scarves
• Don’t wear shoe strings
Mail Service: Hospital Address

Mail is delivered Monday through Friday. Ask a staff member to assist you if you need help reading your mail. Mail sent to you while you are a patient will be opened in front of staff to verify there is no contraband.

Any mail sent to you should be addressed as follows:

Your Name
Gulf Coast Veterans Health Care System
Unit 25-2 Inpatient Psychiatry
400 Veterans Ave.
Biloxi, MS 39531

All mail received after your discharge will be sent to your home address. Make sure we have your current address.

Stamps must be put on all outgoing mail. Staff or family members can visit the Canteen retail store to purchase stamps upon request. There is a box available at the nurse’s station for outgoing mail.

Flowers

Plants and flowers are not allowed due to infection control issues. Remind your family members not to send them.

Visiting Hours

Visiting Hours are as follows:
• 10 a.m. - noon
• 1 p.m. - 5 p.m.
• 6 p.m. - 8 p.m.

All persons entering the Inpatient Mental Health Unit consent to an inspection of all packages and containers being brought onto the ward. Refusal to allow inspections will result in denial of visitation.

All Veterans are required to provide a list of visitors upon admission. If you wish to limit the people who visit you, tell the staff.

All visitors must show identification. You may not have more than two visitors at a time. Children under the age of fourteen years are not allowed on the unit. Visitors are not allowed to attend group activities.

Staff will observe all visits!

Visitors must place purses, cell phones, lighters and other personal items in a locker. A provided lock and key will secure the items in the locker.

Upon leaving, visitors will remove their items from the locker and return the lock and key to staff.

Safety

We are committed to keeping you safe. You can help.

• Tell staff about any safety concerns you may have. Ask questions if you do not understand something.
• Upon admission, you received an ID band. Wear your ID band on your wrist at all times. Your ID band contains your name and other important information. Check the information on your ID band to make sure it is correct.
• Call for assistance if you need help walking. We can provide you with an assistive device such as a wheelchair if you are unstable on your feet.
• **Always** lock the wheelchair before getting in and out of it.
• Wash your hands before eating and after using the rest room.
• For your safety, frequent unit rounds are made, which include patient rooms. Cameras are also used at all times to monitor your safety.

### Fire and Disaster Drills

The hospital has a fire and disaster plan. As part of this plan, practice drills are held. An alarm will sound if there is a fire. If there is a fire alarm or suspected disaster, remain calm and follow the directions of the staff.

### What to Expect While You Are in the Hospital

Your day will begin at 6 a.m. when nursing staff will wake you up and take your vital signs.

**Grooming:** All Veterans are encouraged to perform grooming and personal hygiene care each morning. If you need help with bathing, shaving, etc., tell your nurse.

**The Hygiene Cart will be available for you to check out the items you need for morning grooming. Once you finish your morning grooming, you must return your hygiene items to the nursing staff to be secured on the Hygiene Cart.**

*Veterans may not wear uniforms on the ward.* Department of Defense (DoD) and Active Duty (AD) are still subject to the rules and regulations of the military and DoD while a patient. The same basic grooming standards and respect for authority the military requires are to be maintained.

**Clean Environment:** Make your bed and tidy your room before 7 a.m. You are responsible for the cleanliness of the personal space around your bed. Your room should be free of clutter with all items put in their proper place.

**All Veterans are responsible for making sure the dining, activity and TV rooms are neat and tidy. Everyone is responsible for cleaning up after themselves.**

**Groups and Activities:** Therapeutic groups and activities are held throughout the day. Patients are required to attend all group therapies and scheduled activities that are part of their treatment plan. Groups take priority over all other activities. *Patients should tell family and friends not to visit during scheduled activities.*

**Active participation in fun and creative activities can help speed recovery. Scheduled activities may be a part of your treatment. Your doctor may order special activities.*
- Recreation Therapy programs include bingo, crafts, socials, movies, etc. A schedule of daily activities is available on the unit.
- Other activities may include Occupational Therapy (OT), Kinesiotherapy (KT) and Manual Arts Therapy (MAT).
- **Medications:** Your doctor will order the medications you are to take while you are in the hospital. You may not take medications your inpatient doctor did not order. This includes over-the-counter medication.
- Any medication you bring to the hospital will be sent to the pharmacy for disposal.
- Do not take any medicine that is not given to you by your nurse. This is for your safety. Some medications are only filled on a weekly basis.
- **Meals:** Your medical provider will prescribe a diet regimen for you to follow during your stay on the unit. A Registered Dietitian (RD) or Diet Technician (DT) will meet with you to discuss your prescribed diet, individual nutritional concerns and plan of care and provide diet counseling as needed. The RD or DT makes routine rounds periodically on the unit for follow-up. If you need to see the dietitian, let the nursing staff know.
- Meals are delivered to the **Dining Room** at the following times:
  - **Breakfast:** 6:50 a.m. – 7 a.m.
  - **Lunch:** 11:55 a.m. - 12:05 p.m.
  - **Dinner:** 4:55 p.m. - 5:05 p.m.
  - Be in the dining room for meal service. If you do not receive a tray during a meal service, tell the nursing staff in the dining room.
- Additional nourishment served between meals will be based on your prescribed diet and/or nutritional needs which will be determined by the RD or DT.
- **Food and drinks from the meal service are not allowed outside of the dining room.** This includes all condiments from the meal service.
- If you are scheduled for a test or procedure that will delay food and drink intake, the nursing staff on your unit will tell you not to eat or drink anything until your test is completed. A meal will be provided as soon as possible following the test.
- **Laundry:** Place any personal items you need washed in a VA-owned pillowcase. VA is not responsible for clothes that shrink, fade or require dry cleaning. Clothes that require dry cleaning, hand-washing or other special care should be sent home for care. VA-owned linen such as pajamas, towels and bed linen are to be placed in the hamper. **Do not place any personal items in the hamper!**
- **Telephone Service:** There are no bedside phones on this unit. However, two patient phones are available for patient use.
  - To make a local call outside VA, dial 9, then dial the seven-digit number.
  - To make a long distance call, dial 9, then dial 0 for the operator.
  - Charge long-distance telephone calls to your home phone, call collect or use a calling card.
  - When using a calling card, dial 9, then dial the toll-free number on your calling card.
• To make a collect call, dial 9 and then 1-800-COLLECT.
• Phone calls may not be made or received between 10 p.m. and 6 a.m. on any of the patient phones.
• If you have an emergency phone call, need help or need privacy, ask the staff for assistance.
• Patient phone numbers:
  Side A: (228) 523-5632
  Side B: (228) 523-4735
• Nurse’s station phone numbers:
  Side A: (228) 523-5727
  Side B: (228) 523-5758
• **Limit your calls to 10 minutes so other Veterans can have the chance to use the phone.**
• **Television Service:** A television (TV) is provided for patients’ use. It is located in the dayroom.
  • The TV will remain off during all scheduled activities and during groups.
  • Majority rules when choosing what is watched on the TV.
  • A channel will not be changed until a program has ended unless all agree to change it.
  • The TV is turned off and the dayroom is closed at 10:30 p.m.
  • **There are no exceptions!**
• **Leaving the Unit:** You will be escorted by nursing personnel whenever you leave the unit. This procedure is for your safety. It will also ensure you do not miss your medications, appointments and/or treatments. A log is kept of each Veteran escorted off the unit.
• **All personal care hygiene must be completed before you leave the unit.**
• **Appointments:** The nurse will let you know when you have a scheduled appointment. If you have questions or concerns, talk with your nurse or someone on your treatment team.
• **Procedures:** Your doctor may order tests and/or procedures to help diagnose and treat your current illness. Your doctor and/or nurse will explain the tests and/or procedure in terms that can be easily understood. Feel free to ask questions if you do not understand something or just want clarification.
• **Rounds:** Your doctor visits Veterans at various times. There is no set schedule. If you wish to speak to your doctor or if you have a question or concern before the doctor visits, do not hesitate to tell the nurse.
• Nursing staff will also visit you during the night. During the night shift, nursing staff will enter your room often (usually every 30 minutes or more often if ordered) to check on you. If you are awake during the check, let the staff member know by saying “I’m awake” or waving your hand.
• **Pain Control:** Pain control is very important in recovery. We are concerned about your pain and want you to receive the best pain relief possible. You will be asked to rate your pain on a scale of 0-10 (0 being no pain and 10 being the most severe). You do not need to wait to be asked if you are in pain. **Tell someone immediately if you are in pain.** There are many remedies for pain management. The methods used to ease or
lessen your pain will depend on the type of pain you have.

- **Tobacco Use:** This is a tobacco-free unit. It is against federal and state laws for anyone to use tobacco inside the hospital or near the hospital entrances. You will not be permitted to leave the inpatient area to smoke. Your doctor can order tobacco cessation products to help you with the cravings. If you would like to quit tobacco use, ask your doctor to refer you to program after you are discharged.

- **VA Police:** VA Police are on duty 24 hours a day. This is for the safety of you, the Veteran, as well as visitors and employees on campus. There is **zero tolerance** for violence. Any disruptive, threatening or violent behavior will result in immediate action being taken. If you feel you are becoming “out of control,” tell the nurse immediately. The staff will help you with options to regain control. If the staff is unable to help you regain control, VA Police will be called.

### Specialty Status

In some case, a specialty status is needed for Veterans who require close observation. Specialty status includes:

- **Commitment/72-hour Hold:** The Veteran is held for this time period as a result of a court order or lawful order.

- **Elopement Precautions:** A Veteran on elopement precautions is considered at risk for leaving the inpatient area without approval or authorization. The Veteran is then monitored more closely.

- **One-to-One Status:** The Veteran is required to have someone sit with him/her at all times.

- **Ward Restriction:** The Veteran is restricted to the unit or ward.

- **Restraints:** The hospital uses restraints or seclusion only as a last resort or after all other less restrictive measures have been tried to preserve patient health and safety. A patient can be placed in restraints if all else fails to protect him/her from harming himself/herself or others. The least restrictive method will be used to ensure the Veteran’s needs are met and rights preserved.

- **Seclusion:** The patient is placed in seclusion only after all other measures to control behaviors that may be a threat to self or others. Seclusion is defined as the involuntary or voluntary confinement of a patient for any period of time under the observation of a staff member. The patient is placed in a special room designed to help protect as well as de-escalate a situation with the potential for harm to the patient or others.
**Discharge Procedures**

Discharge planning begins when you are admitted. Your treatment team will discuss an expected discharge date with you after all assessments have been completed. They will also work with you in making a treatment plan that includes both short term and discharge goals.

Your treatment team will discuss your discharge plan with you. You will be able to ask questions. It is our goal that you understand and adhere to your discharge plan and instructions.

**Discharge Medications:**
- Your doctor will enter your prescriptions into the computer for the pharmacist to fill.
- You will pick up all new discharge medications from the outpatient pharmacy. If you need refills on previously prescribed medications, let your doctor know.
- The nurse or pharmacist will instruct you or your representative on your medications and/or supplies. Asking the following questions will help you have a better understanding about your medications:
  - What medications am I taking?
  - How often should I be taking each medication?
  - How much do I take?
  - Are there side effects I need to watch for?
  - Any other questions you need answered.

**Other Discharge Considerations**
- Tell staff if you have special needs for equipment (for example, shower chair, bedside commode, walker, cane, etc.) that can make your home care easier.
- If you decide to leave the inpatient program against medical advice, you may not receive medications until a follow-up appointment has been made for you in the Mental Health Clinic.
- You will receive follow-up appointments for Mental Health and/or Primary Care. *Keep all follow-up appointments.*

**Veteran Satisfaction**

It is our goal to provide the best mental health care possible with you, the Veteran, as our focus. Veteran satisfaction is a priority to us. You may receive a survey after you are discharged. Fill it out and mail it back to us. We value your honest opinion as we strive to improve our care and services to our Veterans.

**Other Services**
- **ATM:** An automated teller machine is located in Building 21.
- **Newspaper Stand:** The newspaper stand is located in front of the Canteen Retail Store.
- **Religious Services:** Our chaplains are available upon request. They also
make rounds daily. If you would like to see a chaplain, let someone know.

- **Parking:** Visitor and handicapped accessible parking are located in selected areas. Veterans are advised to send vehicles home while in the inpatient unit. If this is not possible, let the nurse know. VA police will be notified the vehicle is on site.

- **VA is not responsible for vehicles stolen or damaged while on VA property.**

### Organ Donation/Transplantation

The organ and tissue donation program offers hope to patients who are seriously ill and need a transplant. If you have decided to be an organ donor, make sure your family is aware of your decision and wishes. You should also carry a donor card. If you would like to become an organ donor, talk with your doctor, family and clergy. Your social worker will be able to help you complete the necessary forms.

If you are a candidate for organ transplantation, your doctor will keep you informed of your status.

For more information, visit www.donatelifems.org

### Peer Support: Your Partner for Wellness

**What do Peer Support Specialists do?**

They serve as role models by sharing their personal recovery stories, showing that recovery is possible. They teach goal setting, problem solving, symptom management skills and a variety of recovery tools. They empower by helping others identify their strengths, supports, resources and skills.

If you are interested in contacting a Peer Support Specialist, the following specialists are available for your needs.

#### Gulf Coast Peer Support Specialists:

**Florida**

________________________ 850-912-2038

**Alabama**

________________________ 251-219-3945

________________________ 251-219-4997

**Mississippi**

________________________ 228-523-5648

________________________ 228-523-5644
Joint Commission Notice to the Public

The Joint Commission standards deal with organization quality, safety-of-care issues, and the safety of the environment in which care is provided. Any individual, who has concerns about patient care and safety in the hospital that has not been addressed, is encouraged to contact the hospital’s management department. If the concerns cannot be resolved through the hospital, the individual is encouraged by the hospital to contact The Joint Commission.

Division of Accreditation Operations
Office of Quality Monitoring
Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Or
Faxed to (630) 792-5636
Or
Email to complaint@jointcommission.org

This notice is posted in accordance with The Joint Commission’s requirements. No disciplinary actions will be taken against any employee who reports safety or quality of care concerns to The Joint Commission.

You may also contact the Patient Advocate at a VA site if you have any concerns or questions or visit http://www.biloxi.va.gov/patients/customerservice.asp.

Biloxi, Miss. ............................... (228) 523-5761
Mobile, Ala. ............................... (251) 219-3908
Pensacola, Fla. ............................. (850) 912-2050
Gulf Coast Veterans Health Care System
Patient Advocate Supervisor ............ (228) 523-5760
Reviewed and Approved Dec. 2013