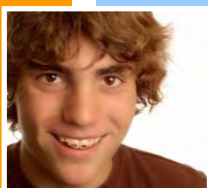


## Your Guide To Services



## **OUR MISSION**

To provide services and supports of the highest quality,  
no less than we want for our friends, our families,  
and ourselves.

## **CORE VALUES**

We are committed to:

- ❖ Following ethical and professional standards at all times.
- ❖ Treating all people with dignity and respect.
- ❖ Listening for understanding, with an open mind.
- ❖ Improving and growing through continuous learning.

## *A Message from the Medical Director*

*Dear Parents,*

*The staff at RiverValley Behavioral Health understands that the decision to hospitalize your child was very difficult and, no doubt, you may feel confused and overwhelmed right now. These feelings are quite common, and we will do anything we can to make this experience as comfortable as possible for you and your child.*



*Your child's comfort and well-being are of the greatest concern to us. Be assured that all of us at this hospital will do our utmost to meet your highest expectations regarding your child's care and treatment.*

*At any point, if you have questions or concerns, please do not hesitate to contact any of the people involved with your child's treatment or me.*

*Sincerely,*

*David Harmon, D.O.  
Corporate Medical Director  
RiverValley Behavioral Health*

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## **INTRODUCTION**

Dear Child/Parent/Guardian,

Thank you for giving RiverValley Behavioral Health Hospital (“RVBH-H”) the opportunity to care for and provide inpatient behavioral health services. We provide treatment for 3 to 17 year olds who are suffering from a broad range of difficulties including thoughts or actions to harm themselves or others. The average length of stay at the hospital is 4-10 days, but may be shorter or longer depending on the needs of the individual. We are hopeful this will be a positive experience for you.

## WHAT TO EXPECT

### ***What to expect after admission to the hospital.***

Once admitted to the hospital, the child will be taken to their assigned unit and introduced to nursing and direct care staff as well as other patients who will be in their peer group. The child will be assigned a room in which he or she may or may not have a roommate.

*Note: Our hospital provides clean bedding and towels throughout a child's stay and our housekeeping staff provides laundry service to patients while at the hospital.*

## THE FIRST 24 HOURS

### ***What will happen in the first 24 hours of being admitted to the hospital?***

Upon admission, a psychiatrist or nurse practitioner (APRN) will be assigned and a psychiatric evaluation will be completed within the first 24 hours. In addition, a pediatrician will also complete a physical exam.

The child will meet with a group of professionals who will help them learn new skills to cope with their current challenges. The child will be assigned a therapist and a case manager, and issued a treatment plan. These individuals will also contact the parent/guardian, at separate times, within one business day.

The child will be enrolled in a broad range of therapy groups and participation in these group activities will begin as soon as possible.

*Please see the sample schedule in this guide for more information about the first 24 hours and the days that follow.*

## **DAY TO DAY**

### ***What to expect day to day.***

When a child is admitted, he or she will be monitored and checked every 15 minutes (this is what we call Q-15 checks). This simply means that they will be closely monitored by nursing staff. After three (3) days, if the child has demonstrated progress towards treatment goals, including but not limited to a reduction in the behaviors or moods that lead to hospitalization, the child will be taken off Q-15 checks and will be able to enjoy additional privileges and engage in more activities.

We utilize a form of positive reinforcement at the hospital which rewards good behavior rather than punishing bad behavior. A child will have the opportunity to earn points daily for positive behavior and can use those points to get items from our Treasure Store. In addition, the child will participate in groups daily as well as unit activities and school.



## TREATMENT

### ***What will treatment be like?***

**Treatment:** Upon admission, an initial treatment plan will be written by the assessing therapist. Afterwards, a master treatment plan will be introduced within three (3) business days and input from the child, parent/guardian, is welcome and encouraged. The assigned therapist provides individual therapy and family therapy sessions. This person will contact the parent/guardian to schedule family therapy sessions to occur either in person or over the phone. Family sessions are very important for treatment and overall success, which is why these sessions are required. Therefore, families must attend a minimum of one session in person every two weeks. The therapist will work with the parent/guardian as much as possible to make sure the sessions are convenient for their schedule.

**Treatment Team:** The child along with the parent/guardian will be invited to participate in treatment team meetings. A case manager will discuss dates and times. Parents/guardians may participate in person or by phone, whichever is most convenient. The treatment team consists of the assigned psychiatrist or APRN, therapist, and case manager. Additional representatives from other departments involved in the child's care, including school personnel, recreation therapists, and nursing supervisors, will also be present at treatment team meetings.

## **COST OF HOSPITALIZATION**

### ***How much will hospitalization cost?***

RiverValley Behavioral Health accepts Kentucky Medicaid both traditional and managed care as well as most commercial insurance plans. Whether you have insurance or not, RiverValley does not let any financial concerns stand in the way of a child's treatment. A free service we provide is financial counseling through our business office to assess financial need, determine benefits and coverage, and to explore other possible payor sources. Individuals may contact the hospital's business office for more information or to schedule an appointment.

## PHONE/VISITATION

### ***As a parent/guardian, will I be able to call or see my child?***

We try to accommodate any concerns you may have by making your child available to you (in person or by phone) when you request. This is dependent to a certain extent on the time of day and what activities your child may be involved in, but we want to leave you with the knowledge that nothing your child experiences here is “secret” or intended to be done without your knowledge, acceptance, and approval.

**Phone Calls:** Parents/guardians can call the unit nurse as often as needed at any hour each day to ask questions about how their child is doing. The only requirements are that the caller:

- must know the confidential Patient VIP number (*given to the child’s legal guardian at admission and located in the back of this guide*)
- be listed on the contact sheet completed at admission

A child is allowed to make or receive two (2) phone calls per day to speak with immediate family members.

**Hospital Phone Numbers:**  
**(270) 689-6800 or toll free at (800) 755-8477**

**Visitation:** Parents/Guardians may designate the visitors they would like their child to receive including household members and close family friends although same age friends (peers) are restricted from visitation without authorization from patient's treatment team. Visitors; otherwise, will not be restricted based on their race, color, national origin, religion, sex, gender identity, sexual orientation or disability. The hospital may; however, impose reasonable restrictions if such restrictions are clinically necessary, to ensure the safety of the patient and others, or to avoid disruption to hospital operations.

Only persons listed on a patient's Contact Sheet will be allowed to meet with the patient during visitation hours. Authorized visitors may be added or removed by the parent/guardian by contacting the case manager, therapist, or a nursing supervisor.

Visitors must sign in at the front desk and show a valid photo id. Visitors must wear a Visitor's badge during visitation. Visitors will be checked for unauthorized items and must leave personal belongings at the front desk. Only two visitors are allowed to see the patient at any one time and children age five or under must stay in the lobby and be supervised by someone age twelve or older. A visitation schedule is provided with this guide.

## **ATTENDING SCHOOL**

Daviess County Public Schools provide an on-site school, Valley School, for children in grades K – 12 during their hospital stay. A child will attend school the first scheduled day after admission. The teachers are certified in both regular and special education, and have extensive experience and training with behavior management. Many of these teachers have been working with our hospital children for 10 years or more.

After admission, the child is enrolled in Valley School and withdrawn from their home school. School records are obtained, and academic needs are coordinated with their teacher/counselor from the home school.

High school students should bring any textbooks and school equipment with them (including assistive devices such as laptop/personal computers). Assignments are coordinated with the home school so they can stay current with course work. For students in grades K – 8, textbooks and instructional materials are provided by Valley School.

When a child is discharged from the hospital, Valley School will inform the home school that the child will be returning. An Educational Passport, with grades earned and recommendations is sent to the receiving school.

## PACKING FOR THE HOSPITAL

***What items should I or should I not pack for the stay at the hospital?***

**Personal Belongings:** Photographs and similar personal items such as journals and books are allowed as long as they are appropriate and approved by the assigned therapist.

**Hygiene Products and Makeup:** We provide all necessary hygiene products (i.e., toothpaste, soap, shampoo, etc.). Any skin or hygiene products prescribed prior to admission will be reviewed and re-ordered (if needed and appropriate) by our own prescribers. Makeup products may not be used and are therefore not permitted. It is at the discretion of the hospital's administrator to approve any additional personal hygiene products.

**Clothing:** Basically, any clothes that are acceptable to wear to school are appropriate. Clothing for bedtime must also be packed. This does not necessarily mean pajamas; shorts and t-shirts are acceptable. We recommend packing five changes/outfits. Pack clothing items that can be laundered in a typical washer/dryer combination.

**Bedding and Towels:** Our hospital provides clean bedding and towels throughout a child's stay.

**Medication:** It is not necessary to bring any of the child's current medications to the hospital as we will provide any and all medications a child may need. The child/parent/guardian will be informed of medications that are prescribed and their effects. Psychotropic medications are strong medicines prescribed for certain behavioral and mental health conditions and can sometimes cause undesirable side effects. This type of medicine will not be prescribed to a child without the written permission from the parent/guardian.

**Food:** Our hospital's dietary staff prepares all snacks and meals. Infection Control regulations prohibits the hospital from allowing individuals to bring outside food into the hospital that has not been prepared or purchased by hospital staff.

***Please review the Prohibited Items list provided to you with this guide for a more detailed explanation of items not acceptable to pack.***

## **SAFETY**

### ***Will my child be safe?***

We understand a child may be scared or apprehensive due to concerns of the unknown, but our immediate goal is to gain their trust as we want them to feel safe in our care. They will never be left unsupervised or unattended, even at night, a staff member will check on them every 15 minutes. Staff will be with them while they are in school, the cafeteria, group therapy, or just playing. We do not allow any fighting or bullying and we are very careful to supervise everyone.

## **HOSPITAL TOUR**

### ***Can I see other parts of the Hospital?***

Absolutely! If you are interested in a tour to see other parts of the hospital, just let us know. We would be happy to provide a tour.



## **HELPFUL INFORMATION**

Please know that you are not alone, there are other parents/guardians faced with your same situation. We offer a Crisis and Information Line that can help you find support groups in your area. Our professionals are available to talk with you 24 hours a day/7 days a week. Call (800) 433-7291 or (270) 684-9466. Additional information about support groups and other great materials can also be found in the hospital's lobby.

Additionally, RiverValley Behavioral Health offers a Resource Library for your use and is located at our corporate office at the Cigar Factory Complex in Owensboro. The library is open Monday – Friday, 8 a.m. – 5 p.m. or you may call (270) 689-6563 for assistance. Our professional staff can recommend written material and online resources.

## **PATIENT DISCHARGE**

Aftercare planning begins immediately upon admission and is a very important part of the child's treatment plan. We schedule the child's first outpatient therapy and psychiatric appointment. After that, the parent/guardian must schedule the child's appointments.

Case management will be in regular contact with the parent/guardian throughout the child's stay and will assist in determining aftercare needs and resources/referrals to any programs or services that may be beneficial.

## **REMOVING A CHILD BEFORE DISCHARGE**

In order to sign a child out before the discharge date, the legal guardian must sign forms provided by the nurse. If the prescribing professional feels there is no imminent risk of harm to the child or others the child will have contact with, they may discharge the child at the time it is requested. The admitting professional has (if deemed necessary) up to three business days to prepare/arrange for the discharge of the child. If discharging the child is believed (by the prescribing professional) to present imminent danger of harm to the child or others the child may have contact with (that is, if the doctor feels the child is still either suicidal or homicidal) we will file a petition and let the court decide whether an order is needed to keep the child safe in our hospital until it is decided he/she is no longer an imminent danger to themselves or others. This is done because of our genuine concern for the safety of the child and those around him/her.

## **TREATMENT STAFF**

Psychiatrist and APRN: A medical doctor or an advanced nurse practitioner (APRN) specifically trained in child and adolescent psychiatry is considered a leader within a child's treatment team. This person will complete an evaluation and provide psychiatric care during the hospitalization period. They may or may not prescribe medication depending upon the child's needs. One of these professionals will meet with the child within the first 24 hours of admission.

Nursing Staff: Nursing, Mental Health Technicians, and Youthcare Workers are responsible for a child's day to day care and treatment. These individuals are involved in therapeutic interventions, group, and activities, and are on duty 24 hours a day, 7 days a week. Nursing staff include R.N.'s and L.P.N.'s. Mental Health Technicians and Youthcare Workers are professionally trained individuals and are dedicated to ensuring the safety of all patients at our hospital.

Therapist: An individual with a master's degree in a mental health field who is responsible for individual, family, and group therapy of a child while at the hospital. Therapists, along with the prescribing professional, coordinate and help guide the treatment of the child. Family members and others who are significant people in the child's life will be asked to be involved in the treatment planned for the child.

Recreational Therapist: Specially trained staff members who provide a variety of recreational, educational, leisure, art, and music activities that are both enjoyable and therapeutic. These expressive therapies are

designed to help a child become self-aware, learn appropriate expression of emotions, and learn better social and problem solving skills. It also gives a child an opportunity to interact with their peers so our staff can observe the child's style of interacting in typical social relationships.

Case Management: Specially trained bachelor's level staff members who are responsible for coordinating patient care from initial assessment through discharge. Case Managers act as a liaison between the child and their family, and other professionals and agencies. The primary purpose of a case manager is to maintain a sense of continuity between our staff/programs and any similar relationships a child has or will have in the community in which they live.

Psychologist: A psychologist may complete an evaluation, which will help the doctor and therapist understand more about how a child thinks and feels.

RiverValley School Teachers: Our teachers are employed by the Daviess County Board of Education and work with the child to ensure that he/she keeps up with schoolwork while in the hospital. They will work closely with the child's primary school to assess individual academic and behavioral needs and will plan an educational program that will address those needs. Information about attendance, behavior, and grades will be exchanged after discharge to ensure a smooth transition back into the child's primary school.

Additional Staff: In addition to the various treatment team members, families will become familiar with staff from various departments including administration, dietary, housekeeping, medical records, and maintenance.

## CONSUMER CONCERNS/PRIVACY

We welcome comments/feelings about all aspects of a child's care. We encourage you at any time to let us know of anything you would like to talk about (positive and/or negative). Feel free to discuss these things with the treatment team or a hospital staff member.

It is our policy that all consumers have the right to file a concern, the right to express any concern regarding services or privacy issues, have the concern investigated and, if appropriate, receive the disposition of the concern. All concerns reported are kept in confidence, to the extent possible, to protect the rights of the individual expressing the concern, as well as the rights of any other parties involved. **Under no circumstances will the fact that an individual has filed a concern affect the services provided to the individual.**

Consumers may file a concern by completing a Consumer Concern Form, which is available at all service locations. Upon request by the consumer, staff can assist in completion of the form. Submission of a concern may be by mail either by completing a Consumer Concern Form or in a letter outlining the concern listing dates, names of individuals involved, etc. One may even contact our Office of Consumer Affairs at (270) 689-6621 for assistance.

**All consumer concerns should be mailed to:**

**Office of Consumer Affairs  
RiverValley & Affiliates  
PO Box 1637  
Owensboro, Kentucky 42302**

If you require more information on filing a consumer concern, please contact the Office of Consumer Affairs at (270) 689-6621.

The company will attempt to contact you within five (5) days of receiving your Concern. If an investigation is necessary, please allow up to thirty (30) days to complete the investigation. Once it is completed, you will receive notice of the final disposition.

# **PATIENT RIGHTS & RESPONSIBILITIES**

## **Patient Rights**

While a patient at RiverValley Behavioral Health Hospital, you have certain rights. This section explains the rights and responsibilities of every child at our hospital.

1. You have a right to be treated in the best possible way by people who know what they are doing.
2. You have a right to be treated in the best possible way no matter what you look like, what you believe in, who your family is, where you live, or because of any special challenge or disease you may have.
3. You have a right to receive treatments that are just for you and your needs. If the staff at RiverValley cannot provide the treatment you need, we will help you get that treatment from someone else.
4. You have a right to be treated as the unique human being that you are – with respect and dignity in a caring way.
5. You have a right to be able to go to members of the staff with any problems you may have and to have good relationships with members of the staff and other patients.

**Treatment Plan:** The Treatment Plan is a set description of what the staff will work with you on to help you reach your goals while you are at the hospital.

1. You have a right to say what you think should be included in your treatment plan.



2. You have a right to have any part of your treatment plan explained to you in a way you believe you understand.
3. You have a right to communicate to our staff where you think you should go, what you think should happen to you, and what type of treatment you think you should receive when you leave our hospital.

**Administering Treatment:** “Administering treatment” is how your treatment plan is put into action.

1. You have the right to receive treatment in a way that will allow you as normal a life as possible while at our hospital.
2. You have a right to meet with your specific professional prescriber or therapist to talk about your medical records.
3. You have a right to ask any questions about your medical record and have it explained to you.
4. You have a right to know and ask any questions about what may or may not be the result of taking any medication prescribed to you.
5. You have the right to keep private (from those not included in your care while in our hospital) what is in your medical record unless you want them to know.
6. You have a right to have your treatment plan reviewed frequently in order to ensure it continues to meet your needs.

**Mail, Telephone Calls, and Visits:** While at our hospital, you have a right to have visitors, to make and receive telephone calls, and send and receive mail. However, these rights are not unlimited and may be restricted by hospital rules or your specific needs. Your treatment plan may also limit this right. For example, we cannot allow you to visit with or receive mail from someone who may complicate your treatment or cause you any harm. These restrictions are in place to help maintain your safety and increase your chances for a speedy recovery.

If your treatment plan does limit your right to visit, talk on the telephone or receive mail from certain people, you will be told who those people are and why these restrictions have been made. If you believe that a right guaranteed to you by law has been violated, you have the right to contact the court-designated worker for the county where this hospital is located. The telephone number of the court-designated worker for Daviess County is (270) 687-7251.

**Medical or Dental Services:** If you need medical or dental services while you are at our hospital, an explanation will be given to you and your guardian of what the service will be and why it is necessary. Your guardian must consent to the treatment unless it is an emergent need. Even in this case, we will contact your guardian as soon as we possibly can in order to keep them informed of what has occurred and our response to the emergency.

**Restraint and Seclusion:** Sometimes a child at the hospital will get so upset that they must be restricted in some way in order to prevent injury to themselves or others. A child may be restrained by being physically held by one or more staff members. Sometimes more intensive interventions are needed at those times. Those instances will be discussed with everyone on your treatment team, including you and your guardian.

Seclusion means putting the patient in a private room by him/herself until he/she has calmed down. It is considered seclusion because the child is not permitted to leave that room until he or she no longer presents in need of remaining secluded. A child will not be restrained or put in seclusion unless it is necessary in order to prevent him or her from physically harming themselves or someone else.

**Confidentiality:** Confidentiality means keeping everything in your medical record at the hospital and everything that went on during your stay at the hospital private. It extends to even not letting anyone know you are even at our hospital. In order to maintain your confidentiality, information about you and your medical record will be given to people outside the hospital ***only under the following circumstances:***

1. You and/or your guardian agree in writing to release the information.
2. The information is needed at certain court proceedings.
3. The information concerns a violent threat you have made against someone.
4. The information contains reports of any form of abuse.

**Refusing Services:** You will be able to help write your treatment plan and you will be allowed to ask questions to help you understand your plan. You also have the right to follow it voluntarily. If you disagree with something in your treatment plan, you have the right to question the need for that particular part, as well as anything else that involves your treatment. Although you may refuse to follow any part or all of your treatment plan, this may have an effect on your treatment.

If you do not agree with the answers you receive concerning your treatment plan, there are things you can do.

**If you are a Voluntary Patient:** A voluntary patient is someone who has been admitted by a parent or guardian (or by himself if he or she is at least 16 years old) and is not at the hospital because of a court order. If you are a voluntary patient age 16 or older who does not agree with your treatment plan and you no longer wish to be treated at RiverValley's hospital, you or your guardian may request, orally or in writing, to be discharged from the hospital. If you have requested to be released and are 16 or older, the hospital has five (5) days to prepare for your discharge. If you are under 16 years old, only your legal guardian may request a discharge from the hospital that has not been discussed and scheduled as part of the treatment plan. In that case, the hospital has three (3) days to prepare for this unscheduled discharge as per Kentucky State Statue KRS 645.230.

However, if your doctor does not think it is safe for you to leave the hospital, he can ask the court to keep you here until you are considered safe to be discharged. Once RiverValley has asked the court to review your case, a hearing will be held to determine if you are well enough to leave the hospital. If the court decides you are not ready to leave, you will be ordered to stay in the hospital and to follow the treatment plan until you are well enough to leave. This is called an "*involuntary commitment*" and you will become an "*involuntary patient*." The specifics of what this experience may be like can be discussed with your treatment team if you have any questions.

**If you are an Involuntary Patient:** If you are an involuntary patient and do not agree with your treatment plan or any changes made to it during the period of time you are at our hospital as an involuntary patient, you or your guardian may ask the court to review the case again.

## **Patient Responsibilities**

The following are additional guidelines that you should be familiar with:

1. You are responsible for maintaining the appearance of your room.
2. Proper sleeping attire is required. Nursing staff will make routine periodic observations and room checks through the night or anytime you are in your room.
3. You may go into your room only.
4. Respect your property and the property of others at all times.
5. You will be expected to attend all scheduled groups, meetings, and activities unless an appropriate exception is decided as necessary by your treatment team.
6. You must speak respectfully to your peers and staff. Any profane, vulgar, inappropriate or offensive language is not permitted.

7. During any available free time, you will be encouraged to use your time constructively (e.g. interact with peers and staff, write letters, read, or work on hobbies). Any electronic media used (television, radio, personal gaming or music devices) will be turned off during all scheduled activities and should be turned off as soon as they are no longer in use.
8. Your personal belongings are checked by staff upon admission to the unit. Unsafe or prohibited articles will be kept at the nurses' station or returned to your guardian.
9. All personal property will be labeled in some way with your initials.
10. There will be no jewelry worn while you are in the hospital. All jewelry will be sent home with your legal guardian on admission.
11. Make sure you understand your rights that have been explained to you. If you do not understand something, ask as many questions as you need to in order to understand.
12. Follow your treatment plan to the best of your ability. If you have questions about your treatment plan, ask your doctor or have your treatment plan reviewed.
13. Know, understand, and follow all hospital rules and regulations.
14. Be open and honest with your doctor and therapist so you can get the most benefit from your treatment.

15. If you think you have been denied a right, tell someone. If you would like to, you may file a grievance. The procedure for filing a grievance is posted in various places around the hospital. If you have questions about filing a grievance, you should ask your doctor, therapist, or any staff member.
16. Show respect and concern for other patients and treat them as you want to be treated. This includes respecting the privacy of others.
17. Ask questions anytime you do not understand what is happening at the hospital and/or to you.



## SAMPLE SCHEDULES

*(Schedules vary according to age and assigned unit)*

### **Sample Weekday Schedule**

06:30 AM	Wake Up
07:00 AM	Breakfast
07:30 AM	Hygiene
08:00 AM	Class/Goals
08:30 AM	Class
11:00 AM	Lunch
11:30 AM	Class
01:00 PM	Group Therapy
02:30 PM	Snack
03:30 PM	Recreational Time
05:00 PM	Nursing Group (discuss topics such as anger control and self-esteem)
05:30 PM	Dinner
06:00 PM	Current Events
07:00 PM	Goals Group
07:30 PM	Hygiene/TV
08:00 PM	Snack/TV
09:00 PM	Get Ready for Bed
09:30 PM	Bed Time

### **Sample Weekend Schedule**

07:45 AM	Wake Up/morning hygiene
08:00 AM	Goals/Breakfast
09:00 AM	Visitation/Movie
10:00 AM	Nursing Activity
10:30 AM	Lunch
11:00 AM	Relaxation
11:30 AM	Special Event
02:30 PM	Snack
03:00 PM	Quiet Time
03:30 PM	Nursing Activity/Church (optional)
04:00 PM	Group Therapy
04:30 PM	Dinner
05:00 PM	Family Issues
05:30 PM	Group Therapy
06:00 PM	Current Events
07:00 PM	Goals Group
07:30 PM	Hygiene/TV
08:00 PM	Snack/TV
09:00 PM	Get Ready for Bed
09:30 PM	Bed Time

## PATIENT INFORMATION LOG

UNIT: \_\_\_\_\_

VIP Number: \_\_\_\_\_

Psychiatrist: \_\_\_\_\_

Therapist: \_\_\_\_\_

Case Manager: \_\_\_\_\_

Visitation Hours: \_\_\_\_\_

**Treatment in this hospital is private and kept completely confidential. You may not discuss the hospitalization of other patients with anyone.**

## **NOTE PAGE**

***Results That Last A Lifetime***

**RiverValley Behavioral Health Hospital  
1000 Industrial Drive  
Owensboro, KY 42301  
(270) 689-6800  
(800) 755-8477**

RiverValley Behavioral Health  
Crisis & Information Line  
(270) 684-9466  
(800) 433-7291

RiverValley Behavioral Health  
Access and Assessment Center  
(270) 683-4039  
(800) 469-4920