



Central Regional Hospital: *Practical Matters for Patients*



What is Our Mission?

The mission of Central Regional Hospital is to provide high quality, integrated, person-centered treatment consistent with the principles of recovery and trauma informed care to children, adolescents and adults living with psychiatric disorders while focusing on safety, promoting wellness and offering support to the individuals we serve, their families and our staff.



What to Bring

- Five-Six days of clothing & personal toiletry items
 - You may wear your own clothes and use your own toiletry items depending on your unit guidelines. A washer and dryer are available for your use.
- List of all current prescriptions
 - Must be the actual script, a list from the pharmacy or the actual medications. Any medications brought in at admission will be sent directly to the pharmacy for safekeeping and returned upon discharge, if appropriate.
- Medicaid and/or Medicare card
 - Or statement of Medicaid application status if applicable and/or private insurance card.

What to Bring

- Personal electrical items, such as radios and hair dryers, will be safety-checked. If they are found to be unsafe, they will be stored until you are discharged; or you may ask someone in your family to take them home for you.
- Adults may keep up to \$30.00 in their possession for personal use (\$10 for minors). Other money can be deposited by you or your family in a personal account where a record of your funds will be maintained.

Visiting Hours

Patient Care Units	Visiting Hours
Adult Admission Unit (AAU)	3:00PM – 9:00 PM, Mon – Fri 1:00PM – 9:00PM, Weekends & Holidays
Child and Adolescent Unit (CAU)	8:00AM – 8:00PM, Daily (Visits must be arranged in advance through the Treatment Team)
Community Transition Unit (CTU)	3:00PM – 9:00PM, Mon – Fri 1:00 – 9:00PM, Weekends & Holidays
Geriatric Services Unit (GSU) & Medical Psychiatric Unit (MPU)	3:00PM – 9:00PM, Mon – Fri 1:00 – 9:00PM, Weekends & Holidays
Forensic Services Unit (FSU)	3:00PM – 9:00PM, Mon – Fri 1:00PM – 9:00PM, Weekends & Holidays



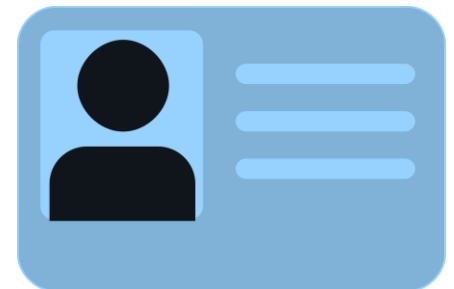
Help Protect Our Patients!

Please do not visit if you have a fever or cough.



Visitor Check In Process

- Visitors will be asked to show a picture ID upon arriving at the facility.
- The front desk personnel will use this information to log you in and take your picture for your visitor ID.
- Children and minors under the age of 12 are not allowed to visit patients on the patient care units unless prior approval is obtained from the patient's treatment team.
- Bags, Purses, Cell Phones and Cameras cannot be taken to the patient care units for safety.
- Any items being brought in to give to a patient will be searched by staff for everyone's safety.

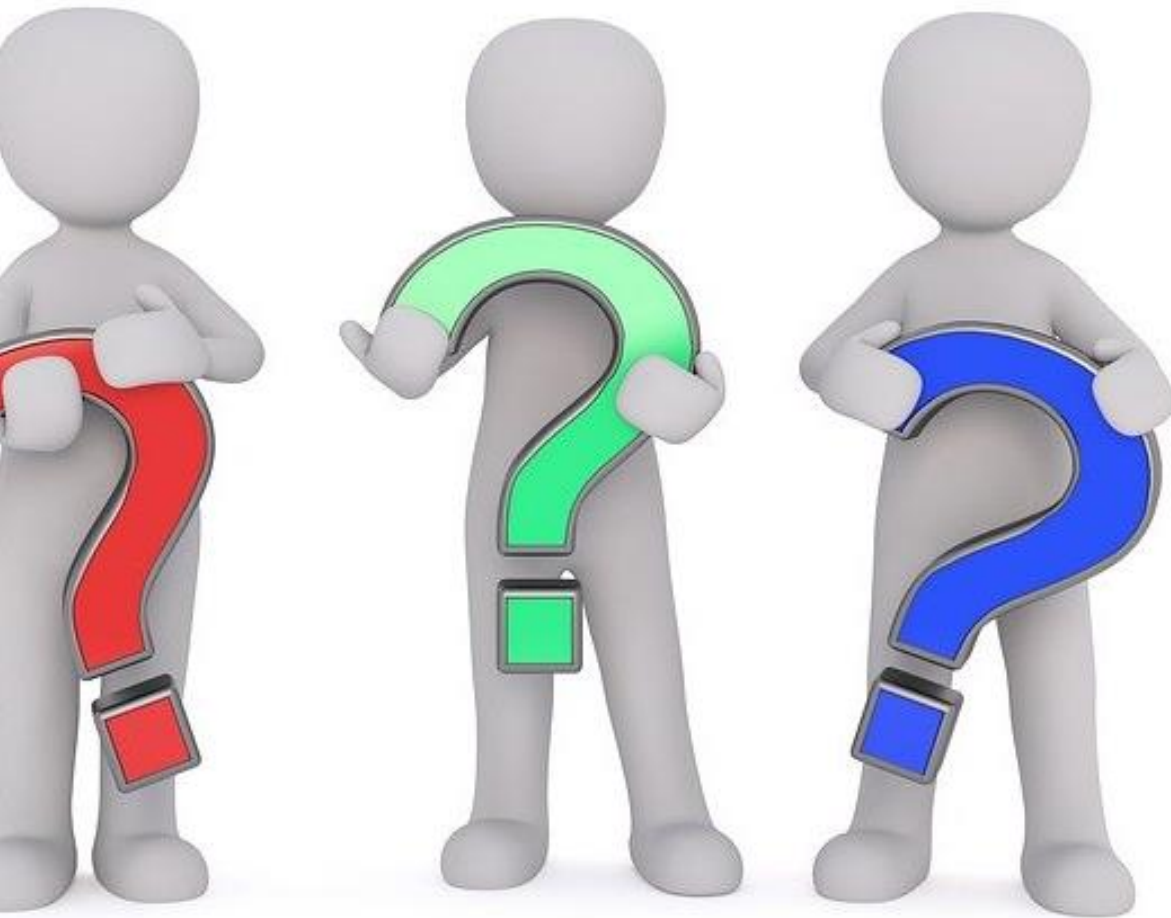


Help Us Keep CRH Safe!

Please do not bring in the following items:

- Metal objects
- Glass containers or objects
- Flammable objects
- Tobacco products of any kind
- Aerosol cans or containers
- Medications or drugs
- Food that requires refrigeration or more than can be consumed during the visit
- Any valuables that cannot be replaced
- Alcohol, drugs, or weapons



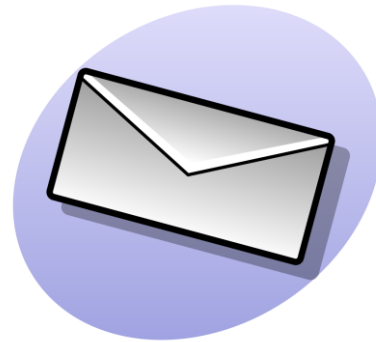


If you have questions about items you can bring, please contact nursing or social work staff to discuss specific unit guidelines.

How to Contact Patients

Mail:

Patient Name
Unit & PCU#
Central Regional Hospital
300 Veazey Rd
Butner, NC 27509



Telephone Number: (919) 764-2000



Telephone Calls

- **Adult Patients**
 - For adults, pay phones are located on each patient care unit. You must pay for your own phone calls; however, you can make collect calls from the pay phones.
 - Please check with your unit's guidelines regarding when to use the pay phones; there are designated times. Please limit your phone calls to 10-15 minutes at a time so that everyone has an opportunity to use the phones.
- **Minor Patients**
 - For minors, staff will assist in making and receiving phone calls for approved contacts.
- Telephones in the unit interview rooms may be used for personal calls under certain circumstances. Each unit has its procedure for making personal calls. The Nursing staff on your patient care unit will explain this to you.

Central Regional Hospital takes seriously its responsibility for providing quality patient care and a safe environment for patients and staff.



If you have concerns about patient care or safety at Central Regional Hospital that have not been addressed by staff or your treatment team, you may contact the Hospital Director's Office at 919-764-7300.

If your concerns cannot be resolved through the hospital, the Joint Commission's Office of Quality Monitoring may be contacted to report concerns or register comments. The Joint Commission may be contacted by calling 1-800-994-6610 or by their online submission form:
www.jointcommission.org/resources/patient-safety-topics/