

MTMHI



Middle Tennessee Mental Health Institute

INFORMATION GUIDE

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GENERAL INFORMATION

**This is Middle Tennessee Mental Health Institute...
a fully Joint Commission accredited facility,
serving the Middle Tennessee area since 1852.**

MTMHI is located at 221 Stewarts Ferry Pike, Nashville, TN 37214. The Institute is operated by The Tennessee Department of Mental Health and Substance Abuse Services. It serves as a resource providing inpatient psychiatric services for the citizens of 18 counties in Middle Tennessee.

Our mission

is to provide quality care to the patients and families we serve by meeting their needs and continuously striving to exceed their expectations.

Our vision

is to provide quality care and be recognized for excellence by professional agencies, the community, other healthcare providers, and, most importantly, the primary customers we serve-our patients and their families.

Quality

is achieved when the staff of MTMHI meets or exceeds the needs and expectations of the customers we serve - our patients and their families.

MTMHI TELEPHONE REFERENCE GUIDE

All numbers are Area Code (615)

Information Desk	902-7400
Admissions	902-7672
Fax	902-7413
Assistant Superintendent for Administrative Services	902-7538
Assistant Superintendent for Program Services	902-7540
Program Director - Acute & Extended Treatment	902-7724
Program Coordinator - Acute & Extended Treatment	902-7586
Forensic Services Program Director	902-7666
Financial Services	902-7433
Pastoral Services	902-7582
Institute Investigator of Abuse/Neglect	902-7474
Patient Rights Advisor	902-7581
Chief Executive Officer	902-7535
Fax	902-7541

ADVOCACY RESOURCES

<p>TN Dept. of Health Abuse Hot Line For licensed health care facilities 1-877-287-0010</p>	<p>COMCARE (conservators for some MTMHI patients) P. O. Box 1885 Greenville, TN ** Nashville representative Ashley Zehr's cell: 430-7895</p>
<p>QSOURCE (complaints regarding quality of medical care or skilled nursing are paid by Medicare. Complaints should be submitted in writing.) 3175 Lenox Park Blvd., Suite 309 Memphis, TN 38115 1-800-489-4633</p>	<p>TN DEPT. OF HEALTH 741-5879</p> <p>PATIENT CARE ADVOCATE HOTLINE 1-800-722-7901</p>
<p>TENNCARE PARTNERS ADVOCACY LINE 1-800-758-1638</p>	<p>TN ALLIANCE FOR THE MENTALLY ILL 361-6608</p>
<p>TN DEPT. OF HUMAN SERVICES (Protective services for adults and children) 1000 2nd Avenue, North Nashville, TN 37202-1135 24 HR. HOTLINE Emergency services/child abuse 329-1911</p>	<p>TN DEPT. OF MENTAL HEALTH & SUBSTANCE ABUSE SERVICES 601 Mainstream Drive Nashville, TN 37243 532-6500 Office of Consumer Affairs Hotline 1-800-560-5767</p>

**INSTITUTE
INVESTIGATOR OF
ABUSE/NEGLECT**

902-7474

DISABILITY RIGHTS TENNESSEE

(Formerly DISABILITY LAW &
ADVOCACY CENTER)

P. O. Box 121257

Nashville, TN 37212-1257

1-800-342-1660

En Español : 1-800-287-9636 Ext. 26

Voice/TTY: 1-888-852-2852

**The Joint Commission
email
[complaint@jointcommis
sion.org](mailto:complaint@jointcommission.org)**

or

1-800-994-6610

AFTER YOU ARE ADMITTED

Treatment Team... members will meet with you to design the best possible plan for you. You will be asked to sign the final plan to show that you have been informed about it. If you have a community case manager, the case manager will work closely with you and your treatment team during your stay in the hospital.

The social worker...from your treatment team will talk with you and your family in order to understand your difficulties and to consider plans for both your treatment and discharge.

Team members...may include a physician, psychiatric nurse, psychologist, social worker, case manager, psychiatric technician, adjunctive therapist, dietitian and chaplain.

Where you will stay...when you are first admitted you will be assigned to one of the units in the Acute Treatment Program.

WHAT YOU SHOULD KNOW

Personal articles...it is strongly suggested that any valuables such as jewelry or important papers be left with your family and not brought into the facility. Potentially harmful items such as medication, matches, lighters, glass objects, razor blades or nail files are not allowed. Your family may bring you personal toiletry articles, such as toothpaste, comb, soap, and shampoo; these items should be checked in at the Nurses Station on the unit.

Clothing...your needs will vary according to your length of stay and it may be best to have your family bring or mail what is needed. Street clothes are needed for daytime wear; pajamas and a robe are desirable for nighttime. Laundry facilities are available on each unit. Please limit clothing to 3 changes. All items brought into the hospital must be checked by staff to assure safety and appropriateness.

Money...for safekeeping, your money will be deposited in an account in your name at the Financial Services office. You will not have a need

for money once you are admitted. Your money will be returned at the time of discharge in the form of a check. If you had a check with you at the time you were admitted, the check will be kept for you in a safe and given back at discharge. If you have unexpected needs for funds, talk with your social worker.

Meals...are served on each residential unit. Though the schedule for your dining area may vary slightly, the schedule for all units generally is:

Breakfast..... 7:00 - 8:00 A.M.

Lunch..... 11:30 A.M. - 12:30 P.M.

Dinner.....5:00 - 6:00 P.M.

Patients with off-unit privileges may eat lunch and dinner in the Main Dining Room.

Visiting Hours...are different for each program.

Visiting Hours on the Acute Treatment Program are Saturday, Sunday, & Holidays from 6:30 p.m. - 8:00 p.m. and Tuesday and Thursday from 7:00 p.m. - 8:00 p.m.

Visiting Hours on the Extended Treatment Program are Saturday, Sunday, and Holidays from 9:00 a.m. to 8:00 p.m. and Monday through Friday Noon to 8:00 p.m.

No one under 18 may visit without permission from the treatment team.

Privileges...will be ordered as your physician and treatment team feel your condition warrants. Kinds of privileges which may be ordered are:

- (1) **Full** - you may go out unescorted in the mall or on the grounds,
- (2) **Limited** - you will be allowed to go unescorted to certain parts of the building such as the commissary
- (3) **Supervised** - you may leave the unit accompanied by staff
- (4) **Restricted** - you must stay on the unit

Mail...is delivered once a day. It will be returned to the sender if it cannot be delivered. All mail should be addressed to you as follows:

**Your name
Your Unit
Middle Tennessee Mental Health Institute
221 Stewarts Ferry Pike
Nashville, Tennessee 37214**

Telephones...Each unit has specified phone times when patients may use hospital phones for personal calls. Times are posted on each unit. If you need to call long distance, please ask for assistance from the Social Worker.

Automobiles...cannot be kept on the grounds by patients except by special arrangement with the Treatment Team and hospital security. If you bring your automobile with you, please arrange for a friend or relative to remove it.

Business transactions... between patients and Institute employees are strictly prohibited. Staff are also prohibited from accepting gifts of value from patients or families.

Medication...should not be brought with you to the Institute. Any medications which are not immediately sent home with family or friend will be sent to the Institute Pharmacy.

Smoking...MTMHI is a smoke-free facility. Smoking is **NOT** allowed anywhere on campus by patients, staff, or visitors.

Fires...should be reported immediately to the unit personnel. There will be periodic fire drills during which you will be instructed by unit personnel on what to do in case of a fire.

If you see any hazard such as damaged equipment or frayed electrical cords, please report it immediately to unit personnel.

Televisions...are provided in the activity rooms on each unit for all patients. The unit team selects the hours it can be used. Notify the unit personnel if the television is not working properly.

Personal hygiene items...such as toothbrush, toothpaste, comb and shampoo can be obtained from staff on your unit until your family or friends can bring your toiletries.

CHARGES AND REIMBURSEMENT

Tennessee laws require the Institute to charge for its services after you are admitted, but *no one is denied admission or treatment because of inability to pay.*

The Institute's Financial Services Department will assist you with any involvement that is necessary, which pertains to the Social Security Administration, Medicare, TennCare, or a private insurance company. They will also verify any insurance coverage you may have.

FOR YOUR CONVENIENCE

Clothing Corner... Patients who are in need of clothing or shoes can obtain them from the Clothing Corner when they are available. Please see Unit staff to request items needed.

Snacks and drinks... You may visit the vending machines when you earn privileges off the unit. Staff are not allowed to purchase items for you. Food brought by families is not allowed on the acute units. You may eat in the mall with your visitors once you earn off unit privileges.

Patient Library... is located between Units D and E. The library is a quiet place to visit and relax while you read. Books also can be checked out for two-week periods. Please return books so others may enjoy them.

PASTORAL SERVICES

Worship Services are nondenominational and are conducted by the Institute's chaplain. Services are held in the All Faiths' Chapel, which is located in the center of the facility.

SUNDAY CHAPEL

9:30 A.M. All Faiths Chapel

11:30 A.M. FSP Worship at F.S.P.

Communion is the fourth Sunday of every other month

Catholic Volunteers visit Catholic patients each second and fourth Tuesday evenings.

If you wish to talk with the chaplain or need assistance in contacting your pastor, you may call their office at 902-7582 or ask your Nurse or Social Worker for directions to their offices adjacent to the Chapel.

MEET THE STAFF

Psychiatrist... Your psychiatrist is the leader of your Treatment Team. Your doctor will direct your treatment and prescribe any medications you need. Only a doctor can admit or discharge you.

Physician... Physicians, nurse practitioners, and physician assistants are available to assess and treat any physical needs that should arise while you are a patient here. You may be transferred temporarily to a medical hospital if your condition warrants it.

Nursing Staff... Registered nurses, licensed practical nurses and psychiatric technicians are included in this group. They will be working with you most often on the unit to carry out the plans made for you by your Treatment Team. Nurses will give you any medicine prescribed for you. Members of the nursing staff are available 24 hours a day to help you and to answer your questions. Some units have Clinical Nurse Specialists (CNS's) who are advanced practice psychiatric nurses who serve as psychotherapists and provide individual, group, and family therapy and education. Licensed Independent Practitioners (LIPs) perform physical assessments and prescribe medications for medical problems under the supervision of the Medical Director (MD).

Social Workers...Each Treatment Team has Social Workers who gather necessary information from you and other people who are important to your life. They use this information to work with you in making treatment and discharge plans that are appropriate for you. Your social worker may work with you individually, in a group, or in regular meetings with you and your family. Social Workers will help put you in touch with other community resources for outpatient treatment, housing, and other needs.

Psychologist...Some psychologists serve as psychotherapists and provide individual, group, and family therapy. They also administer psychological testing which can help you and your treatment team in understanding your problems.

Adjunctive Therapy...A recreation or music therapist will meet with you within a few days after admission to do an activity assessment. Most adjunctive therapy groups will take place on the Treatment Mall; however, other leisure time activities within the hospital include ceramics, gym, games, library, a pool table and barber and beauty shop.

Vocational and Occupational Therapist...Services are available upon referral from the Treatment Team for daily living, work and motor skills training. Speech and hearing services are also available by referral.

Case Manager...If you have a case manager, your case manager may come to talk with you and your treatment team while you are in the hospital. The case manager is part of your treatment team and is involved in treatment and discharge planning for you. If you do not have a case manager, you may be referred for this service while you are in the hospital if you and your treatment team agree to the referral.

Chaplain...A Chaplain is available to counsel with patients on an individual basis. The Chaplain may also provide assistance to your personal pastor when he/she wishes to visit. If you, your pastor or a family member want to see a chaplain, ask a member of your unit staff to contact Pastoral Services or go by the chaplain's office located near the chapel.

Registered Dietitian...The Dietitian assesses your dietary needs and plans meals that are healthy. Should you require a special diet, they will plan your meals as your doctor prescribes.

Patient Rights Advisor...The Patient Rights Advisor is here to represent your interests and to protect your rights. If you have a problem or a complaint regarding your treatment and cannot get it resolved through the treatment team staff, you can take it to the Patient Rights Advisor. The Patient Rights Advisor office is across from the chapel or you can call 902-7581 or ask a member of the nursing staff to contact the Patient Rights Advisor for you.

Support Staff...Many other staff members not directly involved with your treatment work to keep the facility running smoothly. Environmental Services and maintenance staff who keep the facility safe and clean will often be on the units. You may meet staff members from the Pharmacy, Medical Records, Legal Services, Security, Laboratory and Radiology. Others include Human Resources, Accounting, Data Center, Procurement, and Staff Development.

Students...from professional training programs are often present on our units. MTMHI is proud to serve as a training site for medical, nursing, social work, psychology, clinical dietitians, music therapy and other students from area universities. All students are supervised by qualified instructors as well as by the Institute; however, you may refuse to have a student participate in your care if you wish.

TREATMENT MALL

The Journey to Recovery Treatment Mall provides treatment groups for all MTMHI patients. Patients leave their units and attend the Mall on a daily basis Monday- Friday for approximately 3 hours. Groups run 40 to 45 minutes and are designed to assist patients through education for illness management and recovery, overall fitness and a healthy lifestyle.

Group leaders include: nurse practitioners; nurses; psychologists; social workers; treatment team coordinators; adjunctive therapists; occupational therapists; vocational rehabilitation staff; chaplain; patient advocate; pharmacists; and dietitians.



Group programming for patients requiring short-term stay at the hospital includes crisis management and recovery. Health oriented groups include: Medication Education; Healthy Lifestyles; Diabetes Prevention and Education; Avoiding Health Risks; Understanding Mental Illness; Stigma and Mental Illness; and Relapse Prevention. Addiction groups include Co-Occurring and Advanced Co-Occurring Disorders. Psycho-educational groups include: Anger Management; Family Dynamics; Coping Skills; Communication Skills; Feelings Process; Empowerment; Reality Orientation; and Leisure Education.

On the day of your discharge, you will be asked to fill out a Patient Satisfaction Survey about your experience at the Treatment Mall. Please take the time to answer these questions so that improvements can be made as indicated.

YOUR RIGHTS AS AN MTMHI PATIENT

1. You have the right to access services at this hospital, if you meet admission criteria, without regard to race, color, national origin, ethnic group, religion, sex, age, disability, military service, or financial resources. Room assignments and transfers are made based on clinical reasons and in a non-discriminatory manner.
2. Unless you have been determined by a court to be incompetent, you maintain the right to dispose of property, execute instruments, make purchases, enter into contractual relationship, give informed consent to treatment, and vote. These rights cannot be taken away from you based solely on your admission to this hospital.
3. You have the right to be treated with consideration, respect, and dignity.
4. You have the right to humane care and treatment including recognition and protection of your personal dignity, receiving medical care and other professional services.
5. You have the right to personal privacy. There may be times when staff will need to assist you with personal hygiene activities or during medical/nursing treatments.
6. You have the right to be accorded privacy and freedom for the use of bathrooms at all hours (with staff presence when there is a safety concern).
7. You have the right to safe care in a safe environment. If you identify any safety concerns, please notify staff immediately.
8. You have the right to be protected from neglect; from harassment; from physical, verbal, and emotional abuse; from corporal punishment; and from all forms of exploitation.
9. You have the right to refuse to work for or on behalf of the hospital.

10. You have the right to be free from seclusion and restraints imposed as a means of coercion, discipline, convenience, or retaliation by staff. Any use of seclusion or restraint will be determined by a physician, nurse practitioner, or physician assistant. Seclusion or restraint will be utilized only when necessary to protect your safety or the safety of others.
11. You have the right to confidentiality of information in your medical record and of communications by you to staff.
12. You have the right to limit the release or disclosure of information about you.
13. You have the right to access your medical record, unless access is restricted or prohibited by law or it is determined that your having access to it puts you or another person at substantial risk of serious harm.
14. You have the right to request that your medical record be amended. If the hospital does not agree with your request, you have a right to file a concise statement of the reasons for your disagreement with the record.
15. You have the right to participate in the development and review of your treatment plan.
16. You have the right to receive information about proposed and alternative treatment interventions and goals. You have the right to question and expect an answer regarding any concerns you have related to your treatment.
17. You have the right to be informed about your health status, diagnosis, prognosis, and the course of treatment.
18. You have the right to receive information needed in order for you to make informed decisions regarding your treatment.
19. You have the right to make informed decisions regarding your treatment, unless you have been determined to lack the capacity to make these decisions. You also have the right to refuse treatment in accordance with applicable law and regulations.

20. You have the right to formulate, review, and revise your advance directives. Please note that you cannot formulate a Declaration for Mental Health Treatment while you are hospitalized.
21. You have the right for hospital staff to comply with your advance directives. Please note that a Treatment Review Committee (TRC) may authorize mental health treatment that is different from your Declaration for Mental Health Treatment and that a physician may authorize treatment that is different in an emergency situation.
22. You have the right to pain management. Please inform unit staff if you are experiencing pain. Work collaboratively with the physicians and nursing staff to evaluate options for managing your pain.
23. Right to have free use of common areas in the facility in accordance with your privilege level, with due regard for privacy, personal possessions, and the rights of others.
24. You have the right to receive visitors of your choice during regular visiting hours. You can also decide that you don't want visitors. Any limitation on your ability to have visitors must be approved by your psychiatrist and addressed in your treatment plan.
25. You have the right to have a family member or other person of your choice and your physician notified of your admission.
26. You have the right to communicate orally with your family, attorney, personal physician, minister, and the courts. You have the right to associate and communicate privately with persons of your choice, including receiving visitors at regular visiting hours.
27. You have the right to send and receive uncensored mail with your family, attorney, personal physician, minister, and the courts. All other incoming mail or parcels may be read or opened before being delivered, if the chief executive officer believes the action is necessary for your physical or mental health or may otherwise be harmful. Mail or other communication that is not delivered to you shall be returned immediately to the sender.

28. You have the right to effective communication, receiving information in a manner you understand.
29. You have the right to receive information about the staff responsible for and providing your care, treatment, and services.
30. You have the right to religious expression. If you need religious or other spiritual services, please inform your treatment team.
31. You have the right to give or withhold consent to produce or use recordings, films, or other images of yourself for purposes other than your care. Please note that this hospital utilizes cameras in public areas, including public areas on the patient care units. The use of these cameras is a part of our efforts to provide a safe environment for staff and patients. Access to the recordings from these cameras is limited to staff designated by the chief executive officer.
32. You have the right to request cessation of the production of the recordings, films, or other images and the right to rescind consent before the recording, film, or image is used.
33. You have the right to be fully informed and to give informed consent prior to participating in a research project or clinical trials. You also have the right to refuse to participate in research or clinical trials, without affecting your treatment in any way.
34. You have the right to privacy, confidentiality, and safety in regard to any participation in research or clinical trials.
35. You have the right to voice complaints to hospital staff. Hospital staff will review your complaints and attempt to resolve your issues in a timely manner. The process to follow to file a complaint is attached.
36. You have the right to voice complaints to outside agencies. You can contact the Joint Commission by calling 1-800-994-6610, emailing complaint@jointcommission.org or accessing the Joint Commission's [web site at http://www.jointcommission.org/report_a_complaint.aspx](http://www.jointcommission.org/report_a_complaint.aspx). You can contact the Disability Rights Tennessee (DRT) by calling

1-800-342-1660 or via e-mail at GetHelp@disabilityrightstn.org. You may also file a complaint with the Department of Mental Health and Substance Abuse Services (the agency that licenses this hospital) by either calling 1-800-560-5767, by e-mailing OCA.TDMHSAS@tn.gov, or by writing the Department at 500 Deaderick Street, Nashville, TN 37243.

37. You have the right to access protective and advocacy services. Contact information is posted on each hospital unit.

38. You have the right to be assisted in the exercise of your civil rights. Please ask staff to notify the Patient Rights Advocate (PRA) if you need assistance.

YOUR RESPONSIBILITIES AS A MTMHI PATIENT

1. Be direct, honest and provide accurate and complete information to the treatment team about your health history and treatment needs or concerns.
2. Provide information to your treatment team re: how to contact family or other persons in the community who have information or resources which will assist them in providing the best possible care for you.
3. Participate in treatment planning and work with your treatment team to adapt your treatment plan to meet your specific needs. Your input is very important in developing a treatment plan that will work for you.
4. Work cooperatively with your treatment team in their efforts to provide care, treatment, and services that will allow you to be discharged as soon as possible. You are responsible for your own actions if you refuse treatment or do not follow your treatment team's instructions.

5. Give us feedback about your treatment plan, services, unexpected changes in your condition, and any additional needs you may have.
6. Understand your health situation, both medical and psychiatric. Please ask questions if you do not understand your care or what you are expected to do.
7. Comply with the rules and policies of the hospital and abide by the laws and rules of the State of Tennessee.
8. Be considerate of other patients and respect their rights, including their right to privacy.
9. Respect the property of other patients, as well as the property of staff members and of the hospital.
10. Conduct your behavior in a safe manner. If you see a safety/health hazard in another person's behavior or in the environment, promptly report this to unit staff.
11. If you are afraid of anyone or any situation, it is your responsibility to ask for the charge nurse.
12. You and your family are urged to communicate concerns about safety issues that occur before, during, and after care is received at this hospital. Immediate safety issues should be reported to unit staff for intervention. Further concerns about safety issues may be reported to the Patient Rights Advocate or the treatment team.
13. This hospital seeks to recognize and respond as soon as a patient's condition appears to be worsening. Should you or your family member have concerns about your condition or another

patient's condition, please inform a nurse. The nurse will assure that the patient's condition is assessed and provide appropriate care.

14. Refrain from making unreasonable demands upon the staff caring for you.
15. Communicate with staff and other patients in a respectful manner, maintaining civil language.
16. Provide information necessary for insurance processing and be prompt about asking questions you may have concerning your bill.
17. You are expected to provide adequate physical care for yourself (such as grooming, bathing, and dressing).
18. You are expected to carry out such normal housekeeping tasks as would be appropriate if you were at home (such as making your bed and keeping your belongings neat).
19. Inform the hospital as soon as possible if you believe any of your rights have been violated, if you believe you have been treated unfairly, or if there is any situation that causes you to feel unsafe or threatened in any manner. Talk to unit staff, your treatment team, or the Patient Rights Advocate (PRA). You may also file a grievance. (The process to follow to file a grievance is attached.)
20. If you believe you are a victim of neglect or abuse you may contact the Facility Investigator (see number posted on the unit). Or you may talk with unit staff, your treatment team, or the

Patient Rights Advocate (PRA), who will then notify the Facility Investigator.

LENGTH of YOUR STAY

The length of time you stay... depends on your individual needs and legal status. Plans for your discharge begin at admission and will be finalized as soon as all concerned agree that you are ready. Your social worker can be especially helpful. He or she will refer you to a community provider for treatment on an outpatient basis, or help you access housing and other resources as needed in the community.

Emergency Commitment (33-6-404)... Within 24 hours the Institute must notify the General Sessions Court Judge of Davidson County providing the basis for admission. The Judge may either order your immediate release or order that you be held in the Institute for not more than five workdays (not including weekends and holidays) for diagnosis, evaluation and observation.

If the Judge orders that you be held, he/she must set a time and place for a hearing to determine whether probable cause exists to hospitalize you. You and your attorney may be present at the hearing and you may testify in your own behalf. At this hearing, the Judge may either discharge you or extend your hospitalization for up to 15 calendar days. By the end of that 15-day extension your doctor must either discharge you or file a petition for judicial commitment if your condition makes it unsafe to discharge you.

Regular Judicial Commitment (33-6-part-5)... If you have been hospitalized by judicial commitment, you will remain in the Institute until the staff believes that you have recovered to the point that you can safely return to the community. If you do not agree with the court that you need to remain in Middle Tennessee Mental Health Institute, your attorney may file an appeal on your behalf.

Once you have been placed in the Institute on a regular commitment your case must be reevaluated regularly by your treating physician to ensure you still meet commitment criteria. In addition, you have the right to request an independent psychiatric evaluation from a doctor

outside the hospital, 90 days after commitment and every 6 months thereafter. This ensures that you still meet commitment criteria. You have the right to file a Writ of Habeas Corpus requesting to be released at any time. The Patient Rights Advisor can explain this process to you.

Other...If you were admitted under other legal statutes, the time frames for your discharge may be determined by law. Your treatment team, attorney or the patient rights advisor can provide you with additional information.

PROCEDURE AT DISCHARGE

At the time of discharge, you will be asked to go to the Financial Services Office to close out your account and pick up your valuables. Your social worker will meet with you and give you information about your aftercare, including your follow-up appointment. You will be asked to sign various discharge-related forms, including a release of information form which allows us to give clinical information to your aftercare provider. A nurse will meet with you to give you your discharge instructions.

You will be escorted to the Pharmacy to pick up your discharge medications. You will be asked to sign the Responsibility Sheet indicating that you have been discharged. If your family or friends are picking you up, they may also be provided with information about your medications and aftercare arrangements. Times for discharge can be arranged with the charge nurse or social worker.

We hope you feel your stay has been a positive experience and would greatly appreciate you taking a few moments to tell us what you think of our services. The Treatment Mall staff will provide a short Inpatient Consumer Survey for your comments and can also assist you with this form. Please return this form to the staff before you leave the Treatment Mall.

PERSONAL USE SHEET

My Doctor is

My Social Worker is

My Social Worker's
Phone number is _____

My Unit Nursing Station
Phone number is _____

All mail should be addressed to you as follows:

Your name

Your Unit

Middle Tennessee Mental Health Institute

221 Stewarts Ferry Pike

Nashville, Tennessee 37214



Instructions for Filing a Grievance

MTMHI Staff:

- MTMHI staff, regardless of position or title are required to listen to patients' complaints involving concerns and take immediate action(s) to correct or resolve the concern to the patient or the patient's representative's satisfaction.
- In cases when the patient/representative is not satisfied with the resolution of their complaint or wishes to put the complaint in writing, the patient/representative shall be referred to a member of the patient's treatment team (physician, nurse, or social worker), who will provide them with a **Grievance Form**; and, if necessary, give assistance in completing the form.
- After the form is completed, the treatment team member shall place the **Grievance Form** in a sealed envelope and forward the form to the Patient Rights Advocate.

If the **grievance alleges abuse, neglect, or mistreatment**, the assigned **Facility Investigator shall be contacted immediately**, by calling extension **7474** and also sending a copy of the grievance form to his/her office by hospital mail.

(Note: MTMHI staff should not utilize E-mail as a method of responding to patient complaints/grievances, even if the grievance was received by E-mail.)

If You're A Patient/Family Member/Representative

To express concerns to Middle Tennessee Mental Health Institute regarding the quality of care you receive there, please complete **the Grievance Form and return it to MTMHI staff in person**. Please give information about your grievance and tell us how you would like the grievance to be resolved.

-OR-

Contact the Office of Patient Rights by phone, fax, or US Mail:

Call

615-902-7581

Calling hours are 8 a.m.- 4:30 p.m. weekdays. At other times, please contact the Hospital Operator at (615) 902-7400 and ask for the hospital administrator on call.

Fax

615-902-7407

Send a Letter (US Mail)

Middle Tennessee Mental Health Institute 221 Stewarts Ferry Pike Nashville, TN 37214

Once you send this **Form or contact the Office of Patient Rights**:

- Within seven days of receiving the **Form**, MTMHI will respond to your complaint.
- If MTMHI cannot resolve your grievance within seven days, MTMHI will inform you by letter of the actions we are taking to resolve your grievance and within 30 days we will let you know the resolution to your grievance with the name of a contact person should you have any additional concerns.