



**WELCOME**  
*Handbook for PRS and Families*

# CONTENTS

Table of Contents .....	2
Welcome .....	3
Families.....	4
Admissions .....	5
Informed Consent & Legal Status .....	6
Hospital Units & Infection Control.....	7
Medication .....	8
Treatment Teams .....	9
Medical Care .....	10
Observations & Restrictive Interventions .....	11
Treatment Plans & Education Services .....	12
Treatment Offerings .....	13
Dietary Services & Recreation.....	14
Calls & Meetings .....	15
Belongings.....	16-17
Visitation.....	18
Daily Schedule.....	19
Complaints & Grievances.....	20
Discharge .....	21
PRS Rights.....	22-23
Phone Numbers.....	24-26
Notes.....	27

*In this handbook, the term “PRS” refers to Person(s) Receiving Services*

# WELCOME

**Thank you for choosing Belmont Behavioral Health System.** Recognizing the need for help is an important step in the journey to positive health. We are committed to providing services that are reflective of the very best evidence-based practices in behavioral health. We encourage and expect your participation in your care. This handbook contains important information about treatment at Belmont.

## NON-DISCRIMINATION NOTICE

Belmont provides care regardless of race, color, religion, disability, ancestry, national origin, language skills, citizenship status, age, gender or gender identity, or sexual orientation.

## LANGUAGE ACCESS AND ASSISTIVE DEVICES

Belmont has established procedures to accommodate people with the need for communication supports while receiving care, including the use of interpretation services as necessary.

## LGBTQIA STATEMENT

Belmont welcomes PRS and families who identify as members of the LGBTQIA community. Individuals may direct questions about specific needs to the clinical team.



Photo:  
Hospital Lobby



# FAMILIES

## COMMITMENT TO FAMILY ENGAGEMENT

Belmont recognizes the importance of involving family and support persons in an individual's recovery. Belmont also recognizes the rights of individuals in charting their own course for recovery, including who they would like to authorize to participate in their treatment. Identifying important family and support persons to involve in recovery is a collaborative process between PRS/guardians and Belmont staff.

## FACILITY PHOTOS

Families – You can view photos of all Belmont spaces using our online “Campus Tour” feature. Visit our website at [www.belmontbehavioral.com](http://www.belmontbehavioral.com) and select the Admissions drop down menu.

## AGE OF CONSENT

The age of consent for mental health treatment in Pennsylvania is 14. Individuals aged 14 and over are able to sign themselves in and out of treatment, make decisions about medications, and determine who they would like to involve in treatment. This can at times present a challenge, however we aim to provide the best communication possible while protecting the rights and preferences of individuals.



# ADMISSIONS

Belmont inpatient services are most commonly accessed through direct referrals from emergency services such as crisis response centers and emergency rooms. Adults may opt to “walk in” for a level of care evaluation that may or may not result in admission to the hospital. Walk-in evaluations are not performed for children and adolescents at the main hospital: walk-ins are welcome at Philadelphia Children’s Crisis Response Center (PCCRC).

Admissions are accepted 24/7. The admission process involves screening and evaluation of medical and psychiatric issues and paperwork such as consents. Our goal is to get individuals through the admissions process quickly and move them to their assigned unit.

Every new admission is assigned to a treatment unit and an attending psychiatrist. Case Manager assignments typically occur on the next business day. Depending on the time and day of your admission, you may meet with different physicians and case managers before seeing your assigned team. Until you meet your assigned team, concerns should be addressed with the unit nurses and/or the physician and case manager with whom you meet. Phone numbers are noted at the end of this handbook.

The assessment process extends into the first several days of treatment. You may be asked the same questions repeatedly. This is intentional and helps support a comprehensive evaluation.

While Belmont Hospital serves Philadelphia and Southeastern PA, we also accept referrals from the larger mid-Atlantic region. We understand that some individuals are far from home and we are committed to making efforts to accommodate needs for all individuals and their families.



*Photo:  
Admissions Waiting Area*

# INFORMED CONSENT & LEGAL STATUS

## INFORMED CONSENT

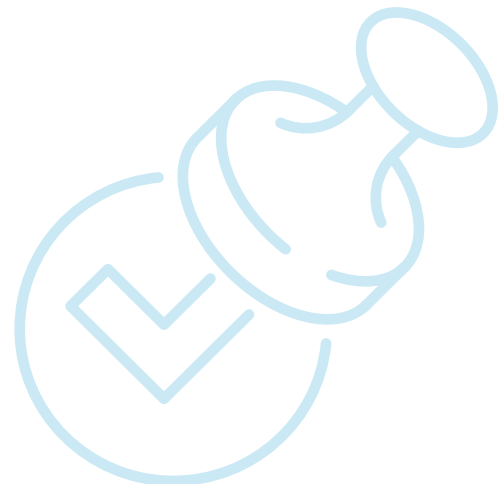
PRS have the right to receive information and ask questions about recommended treatments so that they can make informed decisions about care.

- The prescribing physician is responsible for informing the PRS of risks, benefits, and alternatives to treatment.
- PRS have the right to refuse the treatment or procedure being proposed unless specified in a court order.
- Procedures such as ECT and TMS require more formal consents that provide written detail of the risks, benefits, and alternatives to treatment.

## VOLUNTARY VS. INVOLUNTARY TREATMENT

All individuals entering treatment have the right to receive treatment voluntarily by signing a 201 Voluntary Consent for Treatment. The 201 has no expiration date. The team and the PRS (or guardian if under 14) will mutually agree on a discharge date. In the absence of mutual agreement, individuals receiving voluntary treatment have the right to submit a formal request to withdraw from treatment that the team must respond to within 72 hours of submission.

Individuals may be referred for hospitalization involuntarily (302). If PRS are not interested in converting to voluntary status, Belmont follows applicable regulations for the evaluation and continuation of involuntary treatment. For involuntary commitment hearings, Belmont follows procedures consistent with county requirements. Hearings occur both virtually and in-person, dependent on the county. When this applies, the treatment team and/or Belmont Court Coordinator will provide details of what to expect.



# HOSPITAL UNITS & INFECTION CONTROL

## HOSPITAL UNITS

Belmont treats children ages 5 and over, adolescents, and adults through the life span. There are multiple units for each age group. Names and phone numbers for each unit are listed at the end of this handbook.

At admission, you will be assigned to the unit deemed most appropriate for your treatment. There are times when a unit change may be appropriate based on many factors. These factors can include the following: age, behaviors, change in diagnosis, or need for specialty care. When this occurs, you will be notified of the change and the reasons why the change is being made. The change will also be communicated with your insurance company with accompanying documentation (when required) as to the medical necessity.

## INFECTION CONTROL

The health and well-being of everyone we serve is our top priority. Belmont has a robust infection prevention program that aligns with local, state, and federal public health regulations. Masking and visiting practices are adjusted when indicated in response to infection control issues; face masks are always available upon request. Symptom screening and testing are part of our routine practices.



Photo:  
Nursing Station & Hall



# MEDICATION

- At the time of admission, assessments include medication history and a reconciliation of current medications.
- Consent for psychiatric medications will be reviewed with each individual. Individuals aged 14 and over may give their own consent to psychiatric medication.
- There are times when emergency medication may be needed. Treatment teams may have discussions with guardians about the potential need for emergency medication at the onset of treatment. In the absence of consent, when emergency medication is administered to individuals aged 13 and under, notification is made to the guardian.
- We understand that some people would prefer to bring their own medication with them. This is permitted in certain circumstances and should be discussed with the psychiatrist.
- Belmont does not operate an outpatient pharmacy meaning at discharge, prescriptions cannot be filled on-site. Electronic or paper prescriptions will be provided at discharge.

## MEDICATION-ASSISTED TREATMENT (MAT)

Belmont supports the use of medication-assisted treatment for individuals recovering from substance use. Belmont is able to support opiate detoxification with Subutex (Suboxone/ Buprenorphine) as well as specialized tapers for alcohol and benzodiazepines.

At this time, Belmont can maintain dosing for prescribed Methadone and Suboxone but does not initiate new maintenance. To continue maintenance doses, the team will confirm the dose with the community prescriber. Belmont also offers Naltrexone, Vivitrol, Campral, and Antabuse.



Photo:  
A-Side Nursing Station



# TREATMENT TEAMS



## ATTENDING PSYCHIATRIST

The attending psychiatrist is the leader of the treatment team. They meet with individuals daily to conduct assessments and order treatments including medication and consultations from other providers such as Internal Medicine. The psychiatrist, with input from the treatment team, will make recommendations for follow-up treatments and determine the discharge date.



## NURSES

Our Nurses include Registered Nurses (RN) and Licensed Practical Nurses (LPN). Nurses monitor care around the clock; there is a nurse on the unit at all times. They assess individuals medically and psychologically, manage medication administration, labs or imaging orders and ensure the unit schedule is being followed.



## CASE MANAGERS

Our case management department is composed of masters-prepared clinicians and may sometimes be referred to as the “social worker.” These individuals provide discharge planning services, coordinate with outside providers, facilitate family and interagency meetings, and serve as a point of contact for families and support persons throughout treatment.



## BEHAVIORAL HEALTH ASSOCIATES (BHA)

Our BHAs provide direct, hands-on care around the clock. They maintain the daily schedule, provide assistance with hygiene and activities of daily living, lead groups and recreational activities, and provide emotional support.

## CLINICAL SERVICES

Our clinical services department is composed of master’s and doctoral prepared therapists from a number of disciplines. These clinicians provide talk and creative arts therapies in a group format daily and can be consulted to provide individualized services such as behavioral and peer support as needed.

## EDUCATION SERVICES

Our Education Services department is composed of certified teachers, including those certified in special education. Education is provided to all school-aged individuals.

## NUTRITION SERVICES

Our Registered Dietician provides consult-based services to ensure individuals have appropriate diets ordered to ensure optimum health. They can be engaged for further services if nutritional needs are identified.

## MEDICAL SERVICES

Medical providers, including a pediatrician, are on-site at Belmont during business hours. Pediatric services are provided by CHOP. Outside of normal business hours, our in-house physician can be consulted. They will work in coordination with the attending psychiatrist to ensure medical needs are addressed. If we are unable to meet the need at Belmont, individual will be referred to an appropriate medical or emergency service provider for care.

# MEDICAL CARE

## MEDICAL CARE

- **Internal medicine/Pediatrics:** Belmont contracts with internal medicine and pediatric medical providers. Medical services are provided as a consultation service at the order of the treating provider.
- **Outside appointments:** Please alert the team if you have medical or dental care scheduled with another provider while you are hospitalized. The treatment team can assist with determining whether appointments can be rescheduled or if Belmont can support attendance.
- **Contraceptives:** Under state law, minors may confidentially request and receive contraceptive care. The mental health age of consent of 14 does not apply. Belmont believes in open communication and will support conversations with guardians regarding contraceptives when individuals agree.

## VACCINES

- **Flu vaccines:** These are offered during flu season (October through March). For PRS under the age of 14, parents must consent to flu shots. A nurse will call the guardian to obtain consent.
- **COVID vaccines:** Belmont is not currently able to provide COVID vaccines. Should they be offered, PRS under the age of 14 will require guardian consent.

## TOBACCO USE

Belmont Behavioral Hospital, as a healthcare provider, has an obligation to provide a smoke and tobacco free environment to safeguard all persons receiving services, visitors, employees, and other covered individuals against the hazards of smoking and environmental tobacco smoke. Belmont does not allow smoking and tobacco use inside its buildings, facilities and on its property. Nicotine Replacement Therapy (NRT) options (such as nicotine gum, lozenges, and medication by order of the provider) are available upon request.

**PA QUITLINE OFFERS FREE SUPPORT TO QUIT**

(800) QUIT-NOW | [pa.quitlogix.org](https://pa.quitlogix.org)

# OBSERVATIONS & RESTRICTIVE INTERVENTIONS

## OBSERVATIONS

Belmont utilizes wireless technology, ObservSMART, to support the observation process. The observation process, also referred to as rounding, is what helps us keep individuals safe during their hospital stay. Upon admission, individuals are given a wristband device specially designed for inpatient settings. The band is not a “tracking” device; it operates with Bluetooth technology and ensures the staff is close enough to the PRS to perform an observation. Staff then document the observation electronically, becoming a part of the medical record. Prior to leaving the hospital, the wristband will be removed.

## BELMONT PHILOSOPHY OF RESTRICTIVE INTERVENTIONS

Belmont is dedicated to promoting a safe environment for all. We are committed to providing trauma-informed care that supports the autonomy of our PRS; therefore, we are focused on minimizing hands-on interventions and mechanical restraints. We believe that:

- Regular restraint use is not our standard of care and is the last resort to ensure safety
- Belmont is committed to growing in trauma-informed approaches and expanding our clinical approaches
- Reducing restraint usage is the responsibility of every team member



Photo:  
Unit Hallway

# TREATMENT PLANS & EDUCATION SERVICES

## TREATMENT PLANS

PRS and families, as appropriate, contribute to the development of the treatment plan. A preliminary plan is developed within 24 hours of admission and the master plan is developed within the first 72 hours of treatment. At a minimum, the plan is reviewed and updated weekly. The treatment plan reflects individual goals as well as the interventions to be provided by the team to support goal achievement.

## EDUCATION

During the assessment process, Belmont gathers information about individual education experiences and needs. For school-age individuals, Belmont strives to meet educational needs so that hospitalization does not negatively impact educational goals and progress. Case Managers initiate outreach to school counselors to gather information and collaborate regarding their return to school upon discharge. While at Belmont, school-age children are provided with a minimum of 3 hours each day of educational instruction. Additionally, Belmont operates a fully licensed private school onsite, New Oaks Academy. This school is designed for individuals with longer lengths of stay. Students have the ability to earn credits towards graduation.



Photo:  
Unit Dayroom



# TREATMENT OFFERINGS

Belmont offers robust evidence-based programming that may include any of the following:



## INDIVIDUAL THERAPY

Including talk therapy models such as Cognitive Behavioral Therapy (CBT), Dialectical Behavioral Therapy (DBT), as well as creative arts therapy.



## OCCUPATIONAL THERAPY

Including sensory assessments and programming



## GROUP THERAPY

Talk therapy, Creative Arts Therapies, and Occupational Therapy



## PEER SUPPORT

Group and individual; provided by a Certified Peer Specialist (CPS)



## TESTING

IQ, Adaptive Functioning, and Achievement Assessments



## BEHAVIORAL & COMMUNICATION SUPPORT SERVICES

Behavior Plans and Functional Behavioral Analysis



Photo:  
Unit Group Room

# DIETARY SERVICES & RECREATION

## MEALS AND SNACKS

Belmont ensures that everyone has their dietary needs met through our dietary program. The Belmont cafeteria offers choices including homemade comfort food as well as vegetarian options. Meals are served three times a day and snacks are offered twice daily. Please report any food allergies to the nurse or provider. If individuals have any dietary restrictions for health, religious, or cultural reasons, please alert the nurse. Belmont employs a registered dietician who meets with PRS when nutrition needs are identified.

## OUTSIDE TIME AND RECREATION

Belmont believes in the importance of fresh air and physical movement as integral to healing. The campus has the following spaces for PRS:

- Children's outdoor playground
- Gymnasium with full size basketball court
- Healing Garden: Outdoor courtyard with adjoined dining rooms



Photo:  
Servery

# CALLS & MEETINGS

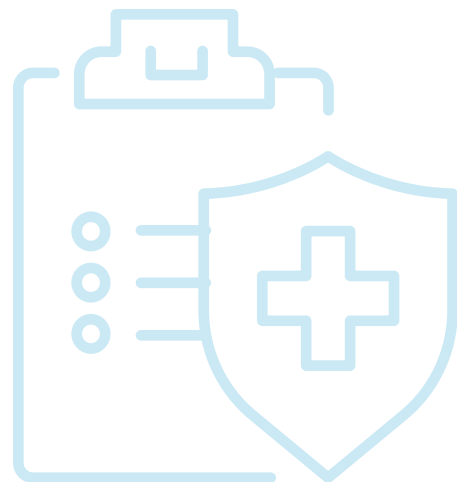
## PHONE CALLS

Phones are available on the unit for individual use. On adult units, these phones can make outgoing calls and also receive calls. On adolescent units, these phones can only make outgoing calls. On children's units, calls are made from the nursing station which allows staff to dial the number.

- There are specific phone-use times built into each unit schedule to support PRS engagement in the treatment program. Unless it is an emergency, please utilize the scheduled phone times to communicate and make calls.
- The length of phone calls is limited to about 10 minutes per call, so that each individual has opportunity to make contact with their supports.
- There may be circumstances where limitations are placed on calls. These circumstances could include: safety and behavioral concerns, legal issues and/or active court orders. Please discuss any concerns regarding phone privileges with the treatment team.
- Unit phone numbers are listed at the end of this handbook

## FAMILY MEETINGS & INTERAGENCY MEETINGS

The term family is used broadly to refer to family as defined by each individual. Families may include biological family, foster families, adoptive families, families of origin as well as families of choice. Both family and interagency meetings are a standard part of inpatient treatment. They are facilitated by the case manager but may be attended by other members of the treatment team such as the physician or therapist. They can be conducted by phone, virtually, or in-person.



# BELONGINGS

As the hospital is designed for brief treatment, we recommend that you limit your personal belongings during your stay.

## GROOMING/HYGIENE ITEMS

Items such as toothbrushes, toothpaste, combs, soap and deodorant are available on the unit. If you require specific items outside of what Belmont is able to offer, please reach out to the treatment team. Certain items are restricted (including hygiene products) unless ordered by a physician.

## CLOTHING

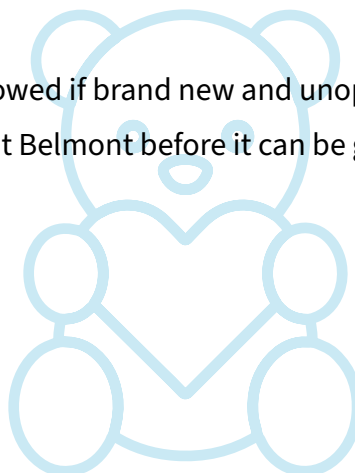
Individuals wear comfortable clothing of their own choice. Clothes are not routinely provided but can be offered in an emergency. There are restrictions with clothing that help us keep individuals safe (such as no drawstrings or shoestrings). It is recommended that individuals limit the amount of clothing due to storage limitations; individuals are responsible for managing their own clothing. A layer for warmth such as a sweatshirt or sweater are generally recommended regardless of season.

## ELECTRONICS AND VALUABLES

Electronics are not permitted. Leave all high value items at home. This includes large sums of money, designer clothing and footwear. Belmont is not responsible for loss of valuables or money and strongly encourages individuals to limit the value of items brought to the hospital.

## RECOMMENDED/ACCEPTED ITEMS

- Three (3) to Five (5) seasonally appropriate outfits
- One (1) pair of shoes (appropriate for gym use) One (1) to two (2) pajamas
- Undergarments
- One (1) pair slippers
- Comfort items such as blanket and pillow are allowed if brand new and unopened
- One stuffed animal per PRS; must be laundered at Belmont before it can be given to you





## BELONGINGS SEARCH

For everyone's safety, belongings are searched at the time of admission. A member of our security team will perform the search in your presence and complete an inventory form.

## BELONGINGS STORAGE

- Each bedroom has shelving to store clothing and each PRS is assigned a locker on the unit to store additional belongings and hygiene items.
- Belmont has a safe where small valuables may be stored. These items are secured at the time of admission and will be returned upon discharge.

## DROP OFFS/EXCHANGES

**Monday, Tuesday, & Thursday 1:00PM–4:00PM**

**Saturday & Sunday 10:00AM–12:00PM (Noon)**

- Belongings will not be accepted outside of these hours
  - » **Exception:** Within the first five (5) days of admission, new drop offs will be accepted between 12:00PM–7:00PM
- Belongings may need to be exchanged for a variety of reasons. Exchanges are coordinated by the Case Manager. At least 24 hours' notice must be provided.

## PROHIBITED ITEMS

For the safety of everyone, certain items are not permitted. These items include but are not limited to:

- |                                      |   |  |
|--------------------------------------|---|--|
| • Knives, razors, box cutters        | • Knitting or crochet needles                           | • Electrical cords (including hair curlers, straighteners, chargers, etc.) |
| • Unidentified medication            | • Metal hair picks                                      | • Cigarettes, tobacco, vape  |
| • Weapons (guns, mace, tasers, etc.) | • Cell phones, tablets, laptops                         | • Lighters, matches  |
| • Ammunition                         | • Battery operated items; batteries                     | • Steel toe boots  |
| • Firecrackers, explosives           | • Plastic bags  | • Metal utensils; Glass or metal containers                                |
| • Sexual devices, pornography        | • Hair extensions (loose)                               | • Plastic bags   |
| • Scissors, safety pins, razors      | • All ADL items unless ordered by the Belmont physician | • Makeup compacts or mirrors   |
|                                      | • Alcohol, street drugs, paraphernalia                  | • Nail clippers  |
|                                      |   | • Drawstrings, shoelaces, belts  |
|                                      |   | • Jewelry  |

# VISITATION

## QUICK FACTS

- The Visitation Schedule is designed for each unit to have at least 1 visitation session weekly
- Visiting occurs weekday evenings and during the day on weekends
- Visitation sessions are held in the Dining Room
- The Visiting Schedule changes monthly
- Current month schedules are posted on Belmont's website
- Go to [www.belmontbehavioral.com](http://www.belmontbehavioral.com) and go to "About Us" and then "Visitor Information"

## VISITING PROTOCOL

- Visitors are encouraged to arrive **30 minutes before scheduled visiting times**
- All visitors must check in with reception using a valid PHOTO ID
- Visitors must store all belongings including cell phones in lockers and pass through our metal detecting device
- Belongings drop-offs will NOT be accepted during visiting hours
- Visitors must be 18 and older
- When visiting children and adolescents, must be on approved visitor list
- Children cannot be left unattended in lobby during visits
- No food or drink will be accepted
- All visitors must comply with current facility Infection Prevention requirements
- Visiting Hours and Scheduled Family Meetings are different processes. Family meetings are scheduled through the case manager



# DAILY SCHEDULE

Schedules vary per unit. They are posted on each unit near the medication window. A sample daily schedule is below.

TIME	ACTIVITY
7:30AM	Wake Up - Vital Signs, Hygiene
8:00AM	Breakfast & Medication
9:00AM	Community Meeting
9:30–11:45AM	Group Rotation - <i>group change every 45 mins</i>
11:45AM	Room Tidying & Free Time
12:30PM	Lunch & Fresh Air
1:15–3:30PM	Group Rotation - <i>group change every 45 mins</i>
3:30PM	Reflection
4:00PM	Community Meeting
4:30PM	BHA Life Skills Activity
5:00PM	Medication, Phone Time
5:40PM	Dinner & Fresh Air
6:10PM	Reflection
6:30PM	Varied - <i>Movement, Gym, Friday Night Movies</i>
8:30PM	Wrap Up Meeting & Snack
9:00PM	Medication & Hygiene



# COMPLAINTS & GRIEVANCES

We strive to provide the highest quality care, but recognize we may not always meet individuals' expectations. Feedback is welcomed and integral to helping us improve.

## HOW TO REPORT CONCERNS

- PRS and their supports are encouraged to report all concerns to their treatment team and/or unit staff for prompt attention.
- For issues that cannot be addressed immediately, there is a "Communication Form" available on the unit. This form can be used to report concerns or provide feedback, including positive feedback. Upon receipt, Communication Forms are forwarded to the Unit Nurse Manager and/or appropriate Department Director for resolution. If the complaint is not resolved, the PRS Advocate will support resolution of concerns. The Advocate may also be contacted directly at any time.

**PRS ADVOCATE: (215) 581-3879**

- You may also call the Acadia Compliance Hotline at (888) 610-6593. Using this number, there is an option to remain anonymous.
- If you are a CBH member and would like to file a complaint or grievance with them, you may do so by calling CBH at (888) 545-2600 (TTY 888-436-7482). You will not be charged any fees for filing a complaint or grievance.

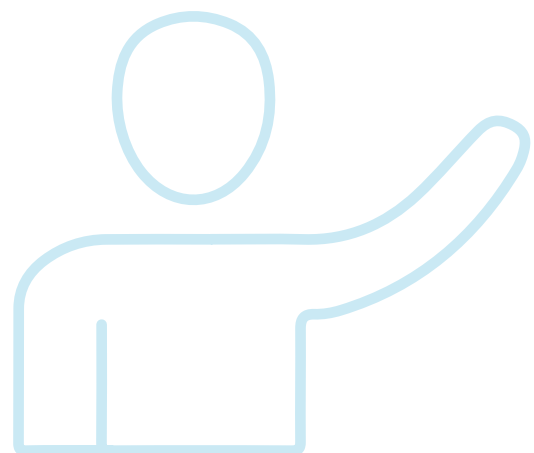




# DISCHARGE

Due to the brief nature of hospital stays, discharge planning begins at admission. The hospital stay is intended to provide short-term services to establish safety and assist in developing a longer-term recovery plan.

- The treatment team consults with PRS and their support systems to help inform recommendations for next levels of care.
- The case manager will assist with making referrals and scheduling appointments.
- Progress will be assessed daily and a targeted discharge date will be discussed as part of treatment planning.
- Family and support persons are encouraged to engage in meetings to discuss discharge planning.
- PRS/families are responsible for arranging their own discharge transportation and leaving the facility by 11:00am on the day of discharge. Exceptions can be made and support can be offered as needed. Transportation needs should be reviewed with the case manager in advance of the discharge day.
- Please communicate any needs related to discharge as early as possible. This includes requests for support in completing paperwork for disability and employment leaves.
- **Discharge Medication:** The physician will provide a prescription for medication upon hospital discharge; this may be an e-script or paper script. If you have a preference, please verbalize it. For medication requiring prior authorization, Belmont will complete the request however we cannot guarantee the insurance company will approve. Please alert the inpatient case manager of any issues filling prescriptions; they will coordinate with your provider and/or pharmacy to support resolution.
- **Discharge paperwork:** On the day of discharge, all PRS will receive a Discharge Care Plan and a Crisis/Safety Plan. Prescriptions will be provided as stated above. To support continuity of care, we will forward a copy of your Discharge Care Plan to the provider you selected for your follow-up care.



# PRS RIGHTS

1. You have the right to be treated in a dignified and respectful manner.
2. You have the right to services without preference or limitation based on age, race, creed, color, national origin, sex, gender identity, sexual orientation, ethnicity, marital status, handicap or disability, religion or source of payment.
3. You have the right to be free from neglect, exploitation, and verbal/mental/physical/and sexual abuse. You have the right not to be subjected to any harsh or unusual treatment.
4. You have the right to retain civil rights and liberties except as provided by statute. You may not be deprived of a civil right solely by reason of treatment.
5. You have the right to make informed decisions regarding your health care, in conjunction with the physician responsible for that care, including development of the treatment plan and planning for discharge and aftercare.
6. You have the right to give or withhold informed consent (201 only). Voluntary informed consent will be secured prior to your participation in training and/or research projects. Refusal to participate in research projects will in no way affect your course of treatment.
7. You have the right to and need for effective communication.
8. You have the right to unrestricted and private communication inside and outside this facility including: the right to peaceful assembly, assistance from an advocate or attorney, the right to designate visitors (Belmont reserves the right to restrict visitation based on clinical necessity), the right to receive and send unopened letters and have outgoing letters stamped and mailed (incoming mail may be examined in your presence for contraband), and the right to telephone access (any restriction of communication is explained to you and your family and is evaluated for clinical impact and effectiveness).
9. You have the right to maintain cultural practices that do not impede medical treatment or cause harm to others. You have the right to practice the religion of your choice or to abstain from religious practices. You have the right to express your spiritual beliefs provided these practices do no harm to others or interfere with medical therapy.
10. You have the right to pain management. At the end of life, every effort is made to minimize discomfort and/or pain and treatment is afforded in accordance with your expressed wishes and personal beliefs.
11. You have the right to keep and to use personal clothing and possessions, unless it has been determined that specific personal property is contraband or infringes on others' rights or is medically or therapeutically contraindicated.

12. You have a right to privacy and confidentiality of your healthcare information. You have the right to inspect your own records and obtain information on disclosures of your health information in accordance with regulation. You have the right to request the correction of inadequate, irrelevant, outdated, or incomplete information. You have the right to submit rebuttal data or memoranda to your own record. You have the right to appeal limitation of access.
13. You have the right to receive treatment in the least restrictive setting necessary to accomplish the treatment goals.
14. You have the right to be discharged from the facility as soon as you no longer need care and treatment.
15. You have the right to full information and counseling on financial resources available for your care.
16. You have the right to be safe in the hospital, including but not limited to the condition of the physical plant and equipment, as well as procedures undertaken by staff. You have the right to express your concerns, needs or suggestions regarding your safety and have these issues reviewed and resolved promptly when possible.
17. You have the right to know which practitioners are responsible for your care, with regard to their professional status, and the nature and extent of shared professional or business relationships including teaching programs.
18. At your request and your own expense, you have a right to consult with specialists not made available during your course of stay.
19. You have the right to handle your personal affairs including making contracts, holding a driver's or professional license, marrying, or obtaining a divorce and writing a will.
20. You have a right to be paid for any work you do which benefits the operation and maintenance of the facility in accordance with existing Federal wage and hour regulations.
21. You or your legally designated representative, have the right to access the Ethics Committee of Belmont and to participate in the discussion of any ethical issues arising in your treatment.
22. A complaint and grievance procedure is available to all PRS. You have the right to express complaints about your care without negative consequences. You have the right to call toll free or write to the following agencies to report complaints:

<b>BELMONT PATIENT ADVOCATE</b> <b>(215) 581-3879</b>	<b>COMPLIANCE HOTLINE</b> <b>(888) 610-6593</b>
<b>Centers for Medicare and Medicaid Services</b> 7500 Security Boulevard Baltimore, MD 21244 (800) 633-4227	<b>PA Department of Human Services</b> Office of Mental Health and Substance Abuse Services SE Field Office 1001 Sterigere Street, Building 48 Norristown, PA 19401 (866) 503-3926
<b>CBH Member Services</b> (888) 545-2600	<b>The Joint Commission</b> One Renaissance Boulevard Oakbrook Terrace, IL 60181 (800) 994-6610 <a href="http://www.complainjointcommission.org">www.complainjointcommission.org</a>

# UNIT NURSING STATIONS

UNIT LOCATION	SERVICE DESCRIPTION	NURSING STATION PHONE NUMBER
2North A	Reflections <i>Adult</i>	(267) 541-3468
2North B	Crescent <i>Adult</i>	(267) 817-3012
3North A	STAR	(267) 996-6637
3North B	Little Sprouts & Sprouts <i>Children 12 and under</i>	(267) 996-6602
3South	Little Sprouts & Sprouts <i>Children 12 and under</i>	A (267) 214-0400 B (267) 996-6613
4North	Magnolia <i>Adult</i>	A (267) 996-6599 B (267) 996-6712
4South	Magnolia <i>Adult</i>	A (267) 273-2930 B (267) 996-6806
5North	Lotus <i>Adolescent</i>	A (267) 703-0532 B (267) 703-4079
5South	Lotus <i>Adolescent</i>	A (267) 703-4126 B (267) 930-6357
6North	Reflections <i>Adolescent</i>	A (267) 817-1013 B (267) 703-3230
6South	Sage <i>Adult or Adolescent (Seasonal Change)</i>	A (267) 817-1014 B (267) 703-0877





# PRS COMMUNITY PHONES

UNIT	NUMBER
2NORTH	A Side - Phone A (267) 817-1041 A Side - Phone B (267) 703-5260 B Side (267) 817-7003
4NORTH	A Side (267) 817-1025 B Side (267) 541-3317 B Side (267) 930-1736
4SOUTH	A Side (267) 996-3387 B Side (267) 996-4753 B Side (267) 541-3680
6SOUTH	A Side (267) 817-7081 B Side (267) 996-5337 B Side (267) 703-6611

*Phones on the Children and Adolescent Units do not receive incoming calls*



# OTHER BELMONT NUMBERS

DEPARTMENT	HOURS OF OPERATION	NUMBER
Main Hospital	24/7	(215) 877-2000 (866) 707-5592
Admissions	24/7	(215) 581-3980 (800) 220-HELP
Social Services/ Case Management	8:30AM–5:00PM Monday–Friday	(215) 581-3734
Mental Health Court Coordinator	8:30AM–5:00PM Monday–Friday	(215) 581-3734
Patient Advocate	8:30AM–5:00PM Monday–Friday	(215) 581-3879
Billing Department	8:30AM–5:00PM Monday–Friday	(215) 581-3820
Health Information Management (Records)	8:30AM–5:00PM Monday–Friday	(215) 581-5413
COVID Command Team	8:30AM–5:00PM Monday–Friday	(215) 581-3769
Outpatient	8:30AM–5:00PM Monday–Friday	(215) 581-3720

*Departments that operate only during business hours can accept voice mails and are expected to return calls promptly, no later than the next business day*



# NOTES



4200 Monument Road  
Philadelphia, PA 19131

[www.belmontbehavioral.com](http://www.belmontbehavioral.com)