



The mission of Rolling Hills Hospital is to deliver *quality* behavioral health care treatment. Our goal is to be *responsive* to the growing demands of the mental health community; and through our *leadership* and *expert* staff, provide *compassion* and *excellence* to all we serve. Our mission isn't just words, it sets the tone for everything we do and everyone we interact with internally and externally.

We use solution-focused strategies and diligently strive for a safe and positive environment for patients, families, and employees. We never forget that we provide care and comfort to people in need. We offer the following programs:

- Adolescent Treatment Program
- Adult Psychiatric Program
- Adult Intensive Treatment Program
- Adult Detoxification Treatment Program
- Older Adult & Geriatric Program
- Inpatient & Outpatient Electroconvulsive Therapy
- Partial Hospitalization Program
- Intensive Outpatient Program

Confidentiality Issues

Patient privacy is of utmost importance to us and therefore we take the necessary precautions to keep patient information confidential. Each patient is provided a patient code number. Patients can release this code to family and/or friends whom they wish to contact them and get updates during their stay at Rolling Hills. Without this patient code, access to the patient will be denied due to confidentiality.

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| <u>PATIENT CODE NUMBER:</u> |
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Visitation & Phone Calls

- All visitors are asked to arrive **15 minutes prior** to the scheduled visitation times to check in at the front desk. There is a **limit of 4 visitors** as designated by the patient, **with a maximum of 2 visitors at a time**. For safety reasons, visitation is limited to persons age 12 and older.
- Visitation rights may be restricted based on infringement of others' rights, safety, or is medically or therapeutically contraindicated.
- Please do not make incoming calls to Adult patients as they will be able to make personal calls during designated times.
- To help ensure a safe environment for treatment, food or contraband is not allowed in the hospital setting. Cell phones and cameras are not allowed due to patient confidentiality.
- Visitors are asked to leave all personal items in their vehicle. Purses, billfolds, pocket knives, cigarettes, lighters, keys, flowers, candy, and stuffed animals are not allowed.

Adolescent Unit: Saturday & Sunday; 1:00pm – 1:45pm; nurses' station phone- 615-628-5759

Older Adult/Geriatric Unit; Saturday & Sunday; 2:00pm – 2:45pm; nurses' station phone- 615-628-5772

Adult Detox Unit; Saturday & Sunday; 2:00pm – 2:45pm; nurses' station phone- 615-721-1006

Adult General Psychiatric Unit; Saturday & Sunday; 3:00pm – 3:45pm; nurses' station phone- 615-721-1024

Adult Intensive Treatment Program; Saturday & Sunday; 4:00pm – 4:45pm; nurses' station phone- 615-628-5753



Permissible Items

No items should contain string or rope-like materials. All information printed is evaluated on a case by case basis and subject to change, Rolling Hills Hospital is not responsible for misplaced valuables. If you have any questions, please call 1.800.832.0388.

- Pack comfortable clothes for a **3-day stay**, ex: sweatshirt/pants (washer/dryer available)
- Night clothes
- Comfortable slippers or shoes (preferably slip-on)
- A journal (no metal rings please), books or magazines
- Personal hygiene items, ex: toothbrush, toothpaste, shampoo, deodorant, comb
- Safe items that will provide you comfort, ex: picture of a loved one (no glass or frame)
- Insurance card and driver's license or proof of identification

Prohibited Personal Items

These items will not be accepted and are encouraged to be left at home. If any of these items are brought to the hospital, they will be removed and placed in a secure area until the patient is discharged. This list includes, but is not limited to:

- Shoes with shoe laces
- Belts
- Spiked heels or boots (steel toe, metal tips, etc.)
- Knives, fingernail files, nail clippers, scissors or straight-edge razors (any items with sharp points)
- Needles or pins
- Aerosol spray cans
- Hair dryers & curling irons
- Glass objects, such as mirrors, glass bottles & vases (eye glasses are OK)
- Musical instruments
- Any electrical equipment with a cord
- Laptops/computer equipment
- Radios/CDs/DVDs/MP 3 players
- Tape recorders/cameras
- Jewelry is encouraged to be left at home
- Body piercings must be removed
- Alcohol based cleaners (mouthwash/astringent)
- Make-up in glass containers
- Cigarettes, cigars and lighters/matches
- Drug paraphernalia
- Cell phone
- Car keys
- Firearms and/or ammunition
- Blankets/pillows/stuffed animals
- Money

Smoking Policy

Rolling Hills Hospital promotes the benefits of a smoke-free environment and prohibits smoking on its premises. We provide smoking cessation tools.

Treatment Goals

The staff of Rolling Hills Hospital believe in and strive to maintain a total therapeutic environment through an individualized treatment approach for each patient and family. Comprehensive treatment-oriented activities are provided by a multi-disciplinary staff. Clinical staff provide group therapy, family therapy, and activity therapy. The patient's symptoms, strengths, family support and discharge needs provide the basis for care from admission to discharge.

Contact Information

Address: 2014 Quail Hollow Circle Franklin, TN 37067; **Admissions:** 800-832-0388; **Main:** 615-628-5700