



## Confidentiality

During the course of your visit, you may acquire confidential patient information. This information, including a patient's presence at the Center, is to be kept in the strictest confidence. No patient information will be discussed with or provided to any person, other than with members of the treatment team as a part of the treatment process. Please use discretion when discussing patient information with the treatment team, being certain that you are speaking in a private area and that you are speaking with the appropriate members of the treatment team.

## Smoking

Lindner Center of HOPE hospital and outpatient areas are tobacco-free environments. There is no tobacco use permitted including the buildings, parking areas, or driveway.

## Service Animals

If you are accompanied by a service animal, please let the receptionist know. All visitors with service animals are responsible for the animal's behavior. Service animals may be restricted if they are disruptive and/or pose a direct threat to the health and safety of others.

Lindner Center of HOPE |  Health™

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# Guidelines for Visitors



Lindner Center of HOPE is affiliated with the University of Cincinnati, College of Medicine and is a charter member of the National Network of Depression Centers (NNDC).

Lindner Center of HOPE |  Health™



## The Frances & Craig Lindner Center of HOPE



## Welcome to Lindner Center of HOPE.

The staff and employees of Lindner Center of HOPE sincerely welcome visitors to our facility. Providing the highest quality care and a safe environment for visitors and patients are our highest priorities. Please take a few moments to read this brochure and familiarize yourself with our visitation guidelines.

Your agreement to honor these guidelines while you support your loved one is essential to the treatment and recovery process. We have developed this brochure to help you feel more at ease while you are visiting Lindner Center of HOPE. **If you have additional questions, please inquire at the Welcome Center or call (513) 536-HOPE (4673).**

## Visiting

It is part of our mission to assure that families and other supportive people are an integral part of the treatment and recovery process. To make visitation easier for patients and families, visiting hours at Lindner Center of HOPE are flexible. We encourage you to discuss the best visitation times with the members of the treatment team so that you can coordinate visits that work best for you and your loved one. Recommended visiting hours are between 6:00 p.m. and 9:00 p.m.

## Visitation Procedure

In order to ensure confidentiality of our patients, we use a system that requires visitors and callers to provide a 4-digit access code that is determined by the patient. This assures that only those visitors approved by the patient can contact them. Upon arrival at the Center, all visitors check in at the Welcome Center where you must provide the access code. Access will not be granted without the code.

Once you have signed in, you will be given a visitor badge and be provided with a secure locker to store purses, backpacks or other personal items. You can then proceed to the hospital unit where your loved one is staying and check in at the unit desk. Staff on the unit will assist you and will approve any items you brought with you. For the safety of everyone on the unit, items that are brought into the Center are subject to security clearance.

## Telephones

Telephones are available to patients for general calls from 7 a.m. to 10:30 p.m. Telephones are not available during scheduled therapeutic activities. For the courtesy of all patients, calls are limited to 10 minutes. **To reach a patient on an inpatient unit, please call (513) 536 HOPE (4673).**



## Items Not Permitted on the Premises

The following items are not permitted on the patient care units due to concerns of safety, health, or confidentiality.

- Alcohol, drugs and drug paraphernalia
- Weapons including knives, guns and ammunition
- Matches, lighters, smoking materials, tobacco products and smokeless tobacco products including E-Cigarettes
- Office/school supplies
- Sharps and needles of any kind including scissors, tweezers, knives, razors, nail clippers or metal nail files, safety/stick pins, knitting needles, tacks, keys or paper clips
- Any item with glass or made of glass
- Inappropriate clothing or clothing with strings or straps, including purses and bags
- Electrical appliances with cords and/or heat, such as blow dryers, curling irons, straighteners. Center provides a blow dryer for patient use
- Cellular phones
- Personal hygiene/grooming items
- Items containing Alcohol (including mouthwash)
- Latex balloons and gloves
- External food and beverages, including hard candy and gum
- Plastic bags
- Candles, incense, or electric air fresheners
- Reading or viewing materials with a rating higher than PG-13
- Aerosol cans
- Luffa Sponges
- Make-up items are limited to five total and must not be glass
- String or elastic bands
- Medications
- Credit Cards, Money and/or other Valuables – will be placed in the Protective Services Office
- Metal or wire hangers
- Sporting equipment/items
- Clothing/hamper bag
- Bedding from outside the Center unless there is a medical need, stuffed items such as toy animals.