PALMETTO ADDICTION RECOVERY CENTER
PATIENT AND FAMILY INFORMATION

ADMISSION:
First contact staff at 1-800-203-6612 to make financial/insurance arrangements and agree on expected time of arrival and check-in. Call and let us know if you are unable to make your scheduled appointment time.

CLOTHING:
Dress is casual. Patient will also need gym and exercise clothing. Washers and dryers are available on campus. Patient needs to bring his/her own set of twin size sheets, towels, and pillow. Sleeping attire is required.

PERSONAL ITEMS:
Bring basic items one would use to take a short trip (toothpaste, hair dryer, makeup, shampoo, razor, etc.). DO NOT BRING anything that contains ALCOHOL (mouthwash, etc.), cologne, radio, computer, cellular phone, beeper, television, knives, firearms, or camera. You may bring an alarm clock (no radio). You may also bring fishing gear. (Palmetto is located on Bayou LaFourche). **DO NOT BRING** reading material unless spiritual or AA based.

MEDICATION:
BRING ALL MEDICATIONS that the patient is taking at this present time. Do not bring known addictive medications such as narcotic analgesics or tranquilizers. Do bring all psychiatric and antidepressant medication.

PHONE:
It is very important that you understand that there is a 24 hour restriction on phone use immediately following admission. This gives each patient time to get through any initial withdrawal, time to bond to peers and staff, and gives patient time to temporarily disconnect from outside problems and conflicts and to begin focusing on why he/she has a problem with alcohol and/or drugs. **WE ASK FAMILY TO PLEASE UNDERSTAND THAT THIS IS A VERY CRUCIAL PERIOD OF ADJUSTMENT AND TO PLEASE RESPECT THIS RULE.** After 5 days the patient may use the phone. Phone rules are set up to function smoothly in the peer community. **Patients may not use the phone before 4:00 p.m. Monday - Friday and 10:00 a.m. on Saturday and Sunday. Curfew is 11:00 p.m. weekdays (Sun. - Thurs.) and 12:00 a.m. weekends (Friday and Saturday Only).** Patient is subject to 24 hour or longer loss of phone privileges if he/she is deliberately disrespectful to others by breaking the phone rules. Patient may give you the phone number when he/she calls you. Please **DO NOT** call Palmetto's business phone and ask to speak to a patient; **ONLY IN A TRUE EMERGENCY**.

VISITATION:
Patients must fill out a request for approved visitors to visit on **Saturday OR Sunday from 11:00 a.m. until 5:00 p.m.**. Please let the patient know who will be coming and on what day by Thursday so he/she can submit it Friday morning. Anyone not on this list will not be able to visit. Please do not arrive early in hopes of beginning visitation early. . . you will NOT be able to begin visitation until 11:00 a.m. You are encouraged to bring your children provided you supervise them. We cannot provide sitter service. Due to safety concerns children are not allowed to go to the bayou.

CONTACT WITH STAFF TO FIND OUT HOW PATIENT IS DOING:
We want to be as helpful as possible in answering your questions and providing you updates on your loved one. We ask that you realize that our staff spends the major portion of each day very involved directly in some aspect of care for the patient. In order to avoid frustration for you and the staff, it is recommended that you set up a once per week **15 MINUTE PHONE CONSULT APPOINTMENT** with the patient's **PRIMARY COUNSELOR** to hear about his/her progress, have your questions answered and for you to provide the counselor with information that you believe is important for us to know about him/her. Federal law protects the patient's privacy. We cannot share any information with you without **WRITTEN PERMISSION FROM THE PATIENT.** The patient must sign a release with your name on it for us to communicate with you about his/her progress (even if you are very closely related such as parent or spouse).

MAIL & PACKAGES:
Mailing address is: 86 Palmetto Road
Rayville, LA 71269

You may send packages but, due to the nature of the type of treatment, the patient will be asked to open packages in front of staff for inspection. **Please DO NOT SEND FOOD.**

EMERGENCIES:
For real after-hour emergencies (not to find out how patient is doing, etc.) you may call (318) 728-2970 or 1-800-203-6612 and ask to speak to the Administrator or counselor on call.

CONTACT WITH PHYSICIAN:
For questions or problems that the counselor, nurse, or Administrator have been unable to help you with, you may call Palmetto Monday - Friday 8:00 a.m. - 5:00 p.m. and leave a message for a time and number that Dr. Weiss (or the Physician on call) may return your call.

FINANCIAL:
For questions regarding insurance or financial matters, please contact the business manager or Administrator. Money brought by the patient may be left in the business office and withdrawn Monday - Friday. Small sums of money are required for the soft drink machines, laundry, personal items, and group outings such as movies or eating out.

Darren Davis, R.Ph., Administrator