

MISSION

The mission of Memphis Mental Health Institute is to provide a therapeutic environment centered on compassion and quality care for each individual we serve.

VISION

It is the vision of MMHI to be recognized for providing person-centered psychiatric care in a therapeutic, supportive, and compassionate environment.

SECLUSION AND RESTRAINT

Our goal is to protect the safety and well-being of all patients. After using least restrictive measures fail, seclusion and/or restraint interventions may be used. This is to protect you, other peers, and staff from injury.

PATIENT'S RIGHTS

- Right to respectful care
- Right to privacy
- Right to confidentiality
- Right to be treated without discrimination
- Right to informed consent
- Right to make advance directives (living will)
- Right to see your medical records
- Right to take part in discharge planning
- Right to file complaints
- Right to talk with the Patient Advocate

MEALS

Breakfast, lunch, dinner, and snacks are provided. Special diets are by order of the Doctor only. *No outside food is allowed.*

PATIENT RIGHTS ADVOCATE

Jonathan Cole (901) 577-1893

FACILITY INVESTIGATOR

Christopher Bowden (901) 577-3411

HIPPA PRIVACY OFFICER

Augusteen Bradley (901) 577-1883

NURSE EXECUTIVES

Zach Edmiston, NE
Bridget Hughes, Assistant NE

NURSE MANAGERS

Marites Pakib, Program Nurse Supervisor
Panya Martin, Nurse Manager- 3 North
Marietta Clark, Nurse Manager- 3 South

PHYSICIANS

Dr. Brett George, Clinical Director

3 South Dr. Wesley Pitts
Dr. Paschal Ike
3 North Dr. Brett George
Dr. Renee Minirth
Admissions Marlo Smith, Nurse Practitioner
Melinda Dunavant, Nurse Practitioner

PROGRAM SERVICES

Carla Gool, Asst Sup. of Program Services

Adjunctive Therapy Angela Austin
Admissions Deadrick Dandridge
Social Services Aiisha Williams
Treatment Mall Johnny Granderson

SOCIAL WORKERS

3 South Eunice Wesson,
Robyn Watkins, Shanice Franklin
3 North Flora Black, Jennifer Newsome
Forensic Coordinator Timothy Hegarty
Floater Helen Holliman

TREATMENT TEAM

Each patient has a treatment team. It is composed of your Doctor, Nurse, Adjunctive Therapist, Social Worker, and Treatment Team Coordinator. It is your right to participate in your Treatment. MMHI encourages all patients and their families to report concerns related to care treatment, services and patient safety issues to members of their treatment team, unit staff, Patient Rights Advocate or Facility Investigator.

**PLEASE BE ADVISED THAT THIS FACILITY
AND PARKING LOT ARE BEING
MONITORED 24/7 BY VIDEO
SURVEILLANCE.**

TITLE VI

**EQUAL OPPORTUNITY IS THE LAW
DISCRIMINATION IS PROHIBITED
NOT ALLOWED:**

- Denial of services because of race, color, or National origin
- Different standards for same type of services
- Segregation for non-medical reasons
- Segregation solely based on race, color, or national Origin
- Refusing to grant equal privileges to patients
- Impairing human dignity by manner of address or treatment
- Failing to make allowances for language or education

ROOM ASSIGNMENTS, HYGIENE AND SUPPLIES, WASHER AND DRYER

Room assignments are made without regard to race or religion. Floors are co-ed, but rooms are divided between male and female rooms. Each Unit is licensed for a certain number of beds. MMHI provides soap; tooth brushes, toothpaste, shampoo, mouth wash, sheets, combs, and shower shoes. Shaving is supervised at certain times. A washer and dryer are provided on each unit. Washing supplies are also provided.

THE TREATMENT MALL

Monday-Friday

Group 1	10:00 a.m. -10:45 a.m.
Group 2	11:00 a.m.- 11:40 a.m.
Lunch	11:50 a.m.-12:50 p.m.
Group 3	1:00 p.m.-1:45 p.m.
Group 4	2:00p.m. - 2:45 p.m.

Motivation Group
2:30 p.m.-3:00 p.m.

Weekend groups are on the units

10:00 a.m. – 10:45 a.m.
1:00 p.m. – 1:45 p.m.

PHONE USAGE DAYS & TIME

Monday & Wednesday 5:00-7:00 PM
Saturday 1:00-3:00 PM
Phone calls are limited to 5 minutes with a 3-call maximum. Inappropriate behavior on the phone will not be tolerated. Social worker may assist patients with calls outside scheduled times at their convenience.

PROPERTY STORAGE

All money is placed in a secure account and will be returned at discharge. Patients’ personal property is stored in a locked room.

VALUABLES

All valuables are locked in our safe and can only be accessed by your Social Worker. A list of collected items is placed in your chart.

TRANSFER NOTIFICATION

If you require medical or psychiatric treatment that this facility is unable to provide, your physician or other members of the treatment team will explain your care needs and which facility can provide appropriate care and arrangements will be made for transfer.

CONTRABAND

None of the following will be allowed on units:

Cell Phones Jewelry Money
Glass Lighters Matches
Metal Containers Strings Tobacco/Cigarettes

A complete list of contrabands will be posted on the unit.

SMOKING

As of July 1, 2007 Memphis Mental Health is a non-smoking facility for both staff and patients.

SEXUAL ACTIVITY

Hospital policy prohibits sexual activity between patients in the hospital.

VISITORS

- Patients are allowed visitors 72 hours after their admission
- All visitors must check with the switchboard before coming to the unit

- **NO** one under 18 years old is permitted to visit
- **NO** purses, lighters, bags, cell phones or food may be taken to the unit
- Only two visitors per patient
- Visitors must dress appropriately
- Patients have rights to refuse visitors
- All items brought by visitors must be checked at the switchboard
- Visitors who pass contraband **WILL NOT** be allowed to make future visits and could be subjected to arrest and prosecution
- Visitors who display inappropriate behavior will be escorted off the unit by Security

VISITING HOURS

Tuesday & Thursday 6:30 PM-7:30 PM
Sunday 2:00 PM-3:00 PM
HOLIDAYS 2:00 PM-3:00 PM

**No visitor passes will be issued after 7:15 PM Tuesday-Friday & after 2:45 PM weekends & holidays.*

IMPORTANT NUMBERS

Adult Protection Services.....901-320-7220
Project for Assistance in Transition from Homelessness (PATH).....901-259-1920
Disability Rights Tennessee.....901-458-6013
Memphis Union Mission.....901-522-8819
TennCare Hotline..... 800-669-1851
Memphis Housing Authority..... 901-544-1100
Memphis & Shelby County Health Department.....901-222-9000
Alcoholics Anonymous..... 901-454-1414
Narcotics Anonymous..... 901-276-5483

Report treatment/safety concerns to:

**Office of Licensure
866-344-0858**

**WELCOME TO
MEMPHIS MENTAL
HEALTH INSTITUTE**



Patient Handbook

**John Coons
Chief Executive Officer**

**951 Court Avenue
Memphis, TN 38103
901-577-1800**

(Rev. 11/2022)