

Information for Visitors



SPRINGFIELD
HOSPITAL CENTER
Established 1896

Focusing on excellence in recovery

Accredited by the Joint Commission

“Mental health recovery is a journey of healing and transformation enabling a person with a mental health problem to live a meaningful life in a community of his or her choice while striving to achieve his or her full potential.”

Definition used with permission of U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for Mental Health Services

Springfield Hospital Center’s vision for each patient is recovery and community reintegration. In order to achieve this, we provide specialized services to meet our patients’ needs through safe, effective care. The guidelines listed in this brochure were designed with the goal of creating an environment that is therapeutic for our patients and safe for everyone.

Visiting hours:

1:00 – 8:00 p.m. every day

Identification:

Visitors must sign in and out at the nursing station on the patient’s unit. Visitors will be given a visitor badge, which they must wear at all times.

To reach staff on a patient’s unit, call 410-970-7000 and ask for the unit.

How can I reach a patient by phone?

Each unit has a pay phone that may be used to call a patient. The unit staff can give you this number.

Can I talk to the patient’s psychiatrist or other Treatment Team members?

Springfield Hospital Center encourages family and support system participation in the treatment goals for the patient. However, we must protect each patient's confidentiality. A patient must give consent for Springfield staff to provide information to family members or significant others. Consent is voluntary and can be revoked at any time.

May I send mail to a patient?

Mail may be addressed to: Springfield Hospital Center, 6655 Sykesville Road, Sykesville, MD 21784, ATTN: *Patient’s name and unit*

Are children allowed to visit?

Visits by children under 12 years old should be set up with the patient’s Treatment Team in advance. Children are not allowed on the units, so the visit will take place in a different location. Visitors must supervise children at all times while they visit.

Does the hospital have language interpreter services?

We take reasonable steps to have language services available 24 hours per day, 7 days per week, for all necessary services for patients with limited English proficiency. Interpreter services are available 24 hours per day, 7 days per week, for deaf patients. Family members and/or visitors may use interpreter services when visiting the Deaf Unit.

As a visitor to Springfield Hospital Center, you will see this sign in all areas occupied by patients:

We work hard to keep patients safe and help them recover. To do this, we do not allow the following behaviors and items:

- Verbal abuse
- Disruptive behavior
- Harmful behavior towards patients or staff
- Close physical contact with patients or staff
- Drug or alcohol use
- Drugs
- Items with alcohol in them
- Disregard for safety
- Disregard for privacy
- Cameras
- Cell phones
- Weapons
- Items made of glass
- Plastic bags larger than a sandwich bag
- Tobacco in any form and tobacco-like products
- Lighters and matches
- Drinks that are not in a factory-sealed plastic container

Visitors who do not follow these rules will have to leave the hospital property.

Food and drink guidelines:

Visitors must get permission from the patient's Treatment Team before bringing food or drink for a patient. If the Treatment Team allows it, visitors may have food and drink delivered from a local business; or, visitors may bring a single serving of food for the patient they are visiting.

Please note:

- All drinks must be in a factory-sealed plastic bottle.
- Food and drinks will not be saved.
- We inspect all items that visitors bring for patients.

Use of tobacco:

No one may use tobacco products on Springfield Hospital Center property, including in private vehicles. Please do not buy or bring tobacco products for patients. All tobacco products are thrown away.

Our Library is open to the public

Everyone is invited to use the Library at Springfield Hospital Center, which is open to patients, residents, family members, staff and the community. It houses both a medical collection and a general collection of books, journals, magazines and audiovisual resources, many of which may be checked out for personal use. The Library is open for patients 8:30 a.m. - 4:30 p.m. every day except Wednesday, when the hours are 8:30 a.m. - 2:30 p.m. The Library number is 410-970-7000 ext. 2481.

For more information...

Volunteer Services provides activities and items that patients need. 410-970-7250

The Resident Grievance System makes sure that patients' rights are protected and that they have a way to voice complaints and have them resolved. 1-800-747-7454

The Ethics Committee helps patients, families, and staff resolve issues. 410-970-7205

The Chaplain helps patients and families with spiritual needs. 410-970-7205

For more information about mental illness and recovery, contact the National Alliance on Mental Illness (NAMI) at www.nami.org or call 1-800-950-6264.

The NAMI Maryland chapter can be reached at www.md.nami.org or call 1-800-467-0075. There are many local NAMI chapters, too.

Springfield Hospital Center does not discriminate in admission and treatment of patients based on race, creed, color, sex, national origin, age, religion, sexual orientation, and/or political belief.

The Department, in compliance with the Americans with Disabilities Act, ensures that qualified individuals with disabilities are given an opportunity to participate in and benefit from DHMH services, programs, benefits, and employment opportunities.

SPRINGFIELD HOSPITAL CENTER

6655 Sykesville Road
Sykesville, Maryland 21784

410-970-7000
1-800-333-7564
TTY: 410-549-7950
TTY: 1-800-249-4347

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