

## Information for Visitors

### Springfield Hospital Center *Focusing on excellence in recovery*

Springfield Hospital Center's goal is that every patient will recover and return to the community. Our expert staff works with patients to give them care and services that will help them recover. We ask you to follow these guidelines to help keep the hospital safe for everyone and a place of healing for our patients.

### ***Accredited by the Joint Commission***

**See our website at:** <http://dhmh.maryland.gov/springfield/>

### **Visiting hours:**

Visiting hours are from 1:00 p.m. to 8:00 p.m. every day.

### **Identification:**

Visitors must sign in and out with the security guard at main entrance to each patient building. Visitors will be given a visitor badge, which they must wear at all times.

### **Storage of items:**

Visitors will be asked to store coats, jackets, bags, purses, etc., in cars or lobby lockers.

### **Entering patient care areas:**

All visitors are required to go through the metal detector before entering patient care areas. All items that visitors want to bring into the patient care area must go through the metal detector and will be inspected by Security and Clinical staff. Any items that visitors refuse to have searched will not be permitted into the patient care area. **Be aware that many items are not allowed in patient care areas or in a patient's possession.**

### **IMPORTANT:**

#### **Infection Control**

Springfield Hospital Center makes every effort to protect our patients and employees from infection. Visitors are possible sources of infection, so we ask you to follow these Centers for Disease Control (CDC) Guidelines when preparing for a visit:

- Persons with any respiratory infection symptoms **should not** visit the hospital. Respiratory symptoms include fever, aches, headache, cough, sore throat, and nasal congestion.
- Adults should not visit for **5 days** following the onset of respiratory infection symptoms.
- Children should not visit for **10 days** following the onset of respiratory infection symptoms.

If a visitor has respiratory symptoms, he or she may be required to wear a mask or may be asked to leave in order to keep diseases from spreading. Please contact the patient's unit if you have questions.

As a visitor to Springfield Hospital Center, you will see this information about safety 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:**

- Food and beverages of any kind
- Tobacco in any form and tobacco-like products
- Lighters and matches
- Cameras
- Cell phones
- Containers (glass, plastic, cans)
- Drugs
- Glass items (mirrors, etc.)
- Items with alcohol in them
- Plastic bags larger than a sandwich bag
- Weapons
- Close physical contact with patients or staff
- Disregard for safety
- Disregard for privacy
- Disruptive behavior
- Drug or alcohol use
- Harmful behavior towards patients or staff
- Verbal abuse

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

### **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.

### **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.

### **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 the age of 18 should be arranged with staff in advance in order to provide an alternate location for visiting, as children and adolescents are not permitted on the units.

**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.

**Everyone is invited to use the Library!**

It houses medical and general collections including books, journals, CDs, magazines, and audiovisual resources.

**Hours:**For patients:

Daily (except Wednesday): 9:00 a.m. – 12:00 noon; 1:00 p.m. – 4:30 p.m.

Wednesday: 9:a.m. – 12:00 noon; 1:00 p.m. – 2:30 p.m.

For staff, families, and the public:

Weekdays: 9:00 a.m. – 12:00 noon; 1:00 p.m. – 5:00 p.m.

Library phone: 410-970-7000 ext. 3481.

**For more information:**

- To reach staff on a patient's unit, call 410-970-7000 and ask for the unit by name.
- 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:

National Alliance on Mental Illness (NAMI) at [www.nami.org](http://www.nami.org) or call 1-800-950-6264;  
NAMI Maryland chapter: [www.md.nami.org](http://www.md.nami.org) or call 1-800-467-0075

**DIRECTIONS****From Baltimore/Points North:**

Take the Baltimore Beltway (695) to Exit 18 West (Liberty Road/ MD Route 26). Travel 12 miles west to the intersection of MD Routes 26 and 32 (Eldersburg). Go 1 mile south on MD Route 32 to the hospital entrance on the left.

**From Baltimore/Points South:**

Take the Baltimore Beltway (695) to Exit 16 West (Route 70). Go about 12 miles to Exit 80 North (MD Route 32). Travel 5 miles north to the hospital entrance on the right.

**From Western Maryland:**

Take Interstate 70 East towards Baltimore. Take Exit 80 (MD Route 32) and travel north approximately 5 miles to the hospital entrance on the right.

**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

Paula Langmead, Chief Executive Officer  
Paramjit Agrawal, MD, Acting Clinical Director  
Barry Stabile, Chief Operating Officer

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.

Martin O'Malley, Governor  
John M. Colmers, Secretary, DHMH  
Brian Hepburn, MD, Executive Director, MHA

*February 2013*