

PARKING AND SAFETY

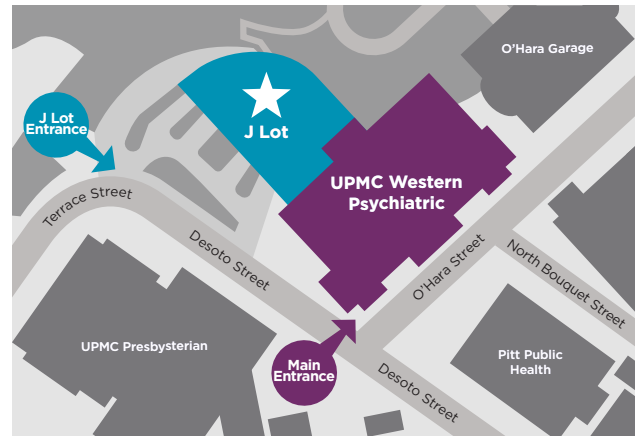
We provide free parking for visitors and patients.

The parking lot is attached to our main building and can be accessed via the first floor J Lot Entrance on DeSoto Street.

The main hospital entrance is at the corner of O'Hara and DeSoto streets. After parking, exit the garage and turn left to walk down the sidewalk to the corner. You will see the main doors.

To ensure the safety of our patients and visitors, we ask that all personal items be checked in and secured, including bags, purses, cell phones, and other electronics. Your belongings will be maintained in a secure area.

A safety officer will conduct a brief safety search before you enter. This includes walking through a metal detector and/or being scanned with a handheld metal detector. We recognize that this may be challenging for many people and appreciate your patience and understanding.



FREQUENTLY ASKED QUESTIONS

How long will I be here?

Each patient has unique needs and circumstances that help determine the duration of treatment. We work with our patients to determine what is best for them and value both their safety and their autonomy.

Is my mental health care confidential?

UPMC Western Psychiatric Hospital will not divulge any of your information, outside of any legally required circumstances, without your explicit consent.

Can you tell me if my loved one is there?

To be sure you are involved in your loved one's care, your contact information must be listed on their Release of Information (ROI). Without a signed ROI, UPMC Western Psychiatric cannot comment on any aspect of a patient's care, including confirmation of admission.

Can I bring food/What are the meals like?

We serve three meals a day as well as two snacks. Our menu is planned by a registered dietitian. Special dietary requests can be made for medical or religious reasons. Please contact your loved one's unit for their specific food policies.

UPMC
LIFE CHANGING MEDICINE

UPMC Western Psychiatric Hospital

3811 O'Hara St.
Pittsburgh PA 15213
Phone: 412-624-1000

Adolescent/Adult Bipolar Services: 412-246-5116

Aging and Adult: 412-246-5118

Atrium: 412-246-5153

Behavioral Health ICU: 412-246-6001

Center for Eating Disorders: 412-246-5117

Child and Adolescent: 412-246-5091

Comprehensive Recovery Services: 412-246-5131

Comprehensive Recovery Unit: 412-246-5501

General Adult: 412-246-5141

John Merck Program: 412-246-5100

Patient Relations: 412-246-5201

Psychiatric Emergency Services: 412-647-9380

Transitional Recovery Unit: 412-246-5076

Stock Photo, Posed by Models

UPMC policy prohibits discrimination or harassment on the basis of race, color, religion, ancestry, national origin, age, sex, genetics, sexual orientation, gender identity, marital status, familial status, disability, veteran status, or any other legally protected group status. Further, UPMC will continue to support and promote equal employment opportunity, human dignity, and racial, ethnic, and cultural diversity. This policy applies to admissions, employment, and access to and treatment in UPMC programs and activities. This commitment is made by UPMC in accordance with federal, state, and/or local laws and regulations.

WPIC519385 DAY/TT 3/21 Form# WPIC-0105

© 2021 UPMC

PATIENT AND VISITOR GUIDE

UPMC | WESTERN PSYCHIATRIC HOSPITAL



Stock Photo, Posed by Models

welcome to
UPMC WESTERN PSYCHIATRIC HOSPITAL

We hope this brochure gives you insight into what to expect upon arrival at UPMC Western Psychiatric Hospital. We work in partnership with our patients and visitors to maintain a safe environment, and many of our policies and practices are designed with that in mind.

Patients are advised to leave valuables at home or with loved ones. A comprehensive list of what to bring and not to bring is outlined below.

WHAT TO BRING TO UPMC WESTERN PSYCHIATRIC

Patients should bring:

- Three comfortable changes of clothes. Any clothes with zippers and drawstrings will not be permitted. Additionally, sports bras are encouraged for women.
- Preferred personal care products, if desired (no pump tops or aerosol cans)
- Shower shoes
- Paper list of frequently called phone numbers

Visitors should bring:

- ID
- Any questions you may have about your loved one's care

VALUABLES AND BELONGINGS

Patients should leave these and other valuables at home:

- Any electronics, including phones and lap top computers
- Clothing of value
- Jewelry
- Cash
- Items of sentimental value

These items are not permitted for patient use:

- Weapons*
- Lighters*
- Open beverages*
- Tobacco products (including e-cigarettes)*
- Belts
- Illegal drugs/alcohol*
- Mirrors/glass products*
- Manual razors*
- Hair dryers, curling irons, or anything with cords*
- Shoelaces
- Other items limited by individual units

**These items also are restricted for visitors*

We provide the following items to patients:

- Pillows
- Blankets
- Towels
- Washer and dryer
- Writing materials
- Personal hygiene products (shampoo, body wash, toothpaste, tooth brush, deodorant)

WESTERN PSYCHIATRIC EMERGENCY SERVICES

UPMC Western Psychiatric Emergency Services provides 24-hour evaluation and assessment services. Patients can visit with or without a referral to be evaluated by a team of psychiatric experts. You are welcome to have a loved one accompany you.

You will initially meet with a triage nurse who will complete a brief health assessment, then with a psychiatrist or evaluator clinician who will gather more information in order to provide treatment recommendations.

An evaluation is required to ensure your safety and the best course of action.

The evaluation will conclude with a recommendation for a referral to outpatient treatment, inpatient treatment, or other appropriate treatment.

Patient services coordinators and peer support specialists are available. Feel free to ask these staff any questions you may have regarding the status of your evaluation. They will check in with your family frequently.