



# **THE MILITARY PROGRAM**



**CEDAR HILLS HOSPITAL**

## **Welcome Packet**

**Cedar Hills Hospital**

10300 SW Eastridge Street  
Portland, OR 97225  
(877) 601-5303

**Military Program Admissions**

(503) 535-7299

**Outpatient Services**

1815 SW Marlow Avenue, Suite 218  
Portland, OR 97225  
(971) 228-8000

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The Military Program is a specialized mental health and substance abuse treatment program for military members, veterans, and military families. Specializations include Combat Induced PTSD / Military Sexual Trauma (MST) program; addiction and co-occurring disorders, and mood disorders.

Our website has helpful information for service members and families. We are available 24/7 to accept referrals and admissions to The Military Program. To learn more, please contact our 24/7 International Call Center at 877-601-5303 or visit our website at [CedarHillsHospital.com/military](http://CedarHillsHospital.com/military) to obtain more information.

Our specialized inpatient military programs can require a length of stay from seven days to six weeks. Programs for family members and veterans vary. All of our programs are provided in a safe and secure environment. Some liberties will be restricted to provide safety for all service members. Most service members are able to focus on their treatment goals in spite of these limitations. While in a long-term military program, service members who are safe to leave the unit under supervision may do so as part of planned group therapeutic outings. They must have a physician's order. Permission to participate in outings can be revoked at any time if safety concerns arise.

Cedar Hills Outpatient Services provides partial hospitalization and intensive outpatient programs for patients, family members and Veterans. You can learn more about the outpatient program at [cedarhillshospital.com/outpatient](http://cedarhillshospital.com/outpatient).

Cedar Hills Hospital and Outpatient Services is an in-network provider for TRICARE® and the VA Patient Centered Community Care Program through TriWest Healthcare Alliance.

For additional assistance please call our Military Admissions Coordinator, Shawna Stucke, at 503-535-7299 or email at [Shawna.stucke@uhsinc.com](mailto:Shawna.stucke@uhsinc.com).

For program specifics, to arrange for on-site presentations / visits, or tours of our programs and facilities you can reach out to the Military Liaison, Kami Sapundzhieva, at 503-413-9779, 24/7 or at [kameliya.sapundzhieva@uhsinc.com](mailto:kameliya.sapundzhieva@uhsinc.com).



## **PATIENT ADVOCACY POLICY ACKNOWLEDGMENT**

Dear Military Service Member, Family Member or Veteran:

I would like to take this opportunity to welcome you as our guest to The Military Program at Cedar Hills Hospital, a part of the Patriot Support Programs at Universal Health Services.

Since 2009, The Military Program at Cedar Hills Hospital has provided care to thousands of service members, family members and Veterans. As you become involved in your treatment program, we are very interested in your feedback about how well we are meeting your needs. In light of this objective, we will ask you to complete a Patient Satisfaction Survey at the end of your stay. Please take the few minutes required to complete this survey. The information you provide is carefully reviewed and analyzed for incorporation into the performance improvement activities of the hospital.

It is the policy of The Military Program to explain at the time of admission the patient advocacy policy and procedure to the patient and their families and/or significant others. Please be advised your on base clinical team will be involved in weekly communication during your treatment. Additionally, we will ask you to provide written consent to release information about your treatment to family members and friends.

If you need assistance while you are a patient in The Military Program please request assistance first from the Charge Nurse or Program Director, and then the patient advocate.

We welcome your comments and suggestions to assist us in further improving the quality of care received by patients in The Military Program.

Respectfully,

*Mario Bolivar*

Mario Bolivar, Jr., MSW, LCSW  
Director  
The Military Program  
Cedar Hills Hospital

## Personal Items: Bring These

Please pack two bags for your stay – one small ‘Ditty Bag’ for items you may need during the first few hours of your stay and another larger ‘Overnight Bag’ for all your remaining personal items not needed during your first few hours post-arrival.

### Ditty Bag

*This small bag will accompany you onto the secure unit upon arrival and should contain anything you may need access to within the first few hours of your stay. Your other bags will be left at admissions to be searched for contraband and then brought to the unit at a later time.*

- Change of clothing (*no strings in hoodies or sweats*)
- Slip on shoes
- Light jacket or sweater in the Fall/Winter (*no strings*)
- Medications
- Important papers: phone numbers, emergency contact information and online account information (*you will have limited access to your cell phone*)
- Partial Toiletry Kit: toothbrush, toothpaste, brush/comb, face wash, moisturizers (*no shaving kits*)
- Valuables: wallet, cell phone (*these items will be stored in a secure area upon arrival; wallet can be checked out on a case by case basis*)

### Overnight Bag

*This bag should contain all items needed during your stay that you don't need access to within the first few hours post-arrival.*

- Day clothing- recommended 5-7 days of clothing due to limited storage. (*Washer/dryer is available at no charge, laundry detergent is provided*).
- Shoes (*Belts, shoe/boot strings, and shorts/pants with strings are kept in a secure area and can be checked in/out for special activities, if approved by your physician*)
- Personal hygiene items (*toothbrush, toothpaste, shower shoes, deodorant, and female sanitary items*). **These items cannot include alcohol based products or aerosols.** It is recommended that you bring an electric razor for any shaving needs; they will be secured by staff and checked in/out when needed.
- Warm pajamas (*must be appropriate for a mixed gender unit*).
- Clothing that is conservative and appropriate for NW climate (*i.e.: Jacket or sweater without strings*).
- Tobacco products (*for use only during designated breaks as determined by unit rules*). It is recommended that you bring a 4-6 week supply. Smokeless tobacco is not allowed the unit. E-cigarettes and vaporizers are not allowed.
- Prescribed medications (*will be stored in pharmacy*).
- You can bring your own hair clippers (*will be secured by unit staff, haircuts are supervised by unit staff and only when staff is available*).
- Make up is allowed; but is secured by staff and checked out when needed.

# Prohibited Items

Please leave the following items at home.

If brought to the hospital, they will be stored in a secure area during your treatment.

- All electronic equipment (*includes cell phones, iPods, laptops, cameras, DVDs, earphones, beepers, alarm clocks, radios or recording devices*) unless arranged prior to arrival.
- Belts, shoe/boot strings, and shorts/pants with strings are kept in a secure area and can be checked in/out for special activities, if approved by your physician.
- Any hairdryers, curling irons, flat irons, etc.
- Clothing with inappropriate artwork (*alcohol, drugs or violent phrases/pictures*) staff has the right to determine if a clothing item is inappropriate for the unit.
- Jewelry and other high value items (*wedding rings*) are permitted but it is recommended all valuable jewelry be left at home)
- All items with sharp edges, points, glass, mirrors
- All drugs or alcoholic beverages
- All knives, guns, mace/pepper spray or other personal protection devices
- All pens, pencils or binders with metal spirals
- E-cigarettes or vaporizers
- All currency over \$50.00 (*Currency use is limited to therapeutic outings; everything you may need is otherwise provided*)
- All nail clippers, tweezers, or other personal grooming devices
- All needles, hooks, or wire hangers
- Any stuffed animals, blankets, and pillows
- Disposable razors are prohibited. It is recommended that you bring an electric razor, which can be checked in/out when needed.
- A complete inventory of personal belongings will be conducted upon arrival. Prohibited restricted items will be secured and you will not have access to these items until your discharge, any illegal items brought onto hospital property are subject to confiscation and/or disposal.

**Questions regarding personal items should be directed to our  
Military Admissions Coordinator at (503) 535-7299 or toll free at (877) 601-5303.**

## IMPORTANT NOTES

**Please make a list of important phone numbers prior to arrival as cell phones will be stored away during your stay with limited access available. You will have access to the facility phone and there is a 1-800 number for your family/friends to use to get in touch with you (they will need your Patient ID# that you will be given upon admission).**

\*Patients normally will not have access to an ATM machine or internet during their stay.

\*Please make financial arrangements for your bills to be paid during your stay. There is limited access to the web for bill pay purposes only.

**All valuables should be left or sent home** and not retained at Cedar Hills Hospital. Individuals are fully responsible for personal items. Items that must be stored in facility lock up will NOT be accessible throughout the length of stay.

*Please be aware that patients are here for a variety of different reasons and that some patients may have additional restrictions/permissions than other patients. Each patient is assessed upon arrival and treated appropriately given their specific therapeutic needs. Given this we ask that you do not lend or give out any of your personal possessions to your peers. It is the job of the program staff to prevent harm from coming to any patient and to monitor what items are appropriate for each individual being served. If you are concerned about any of your peers immediately notify a staff member. This includes concerns about someone who is planning to hurt themselves or others or if you know if someone is planning to run away from the facility. Your treatment team will address any concerns you may have.*

## SAFETY NOTICE

For your safety and the safety of others, certain behaviors are not allowed while participating in The Military Program.

The following behaviors are considered unsafe and are *not* allowed:

- Sexual acts or inappropriate physical contact between patients;
- Violence of any sort, including verbal threats and/or physical aggression;
- Destruction of property.
- Possession or use of alcohol or non-prescribed drugs

Unsafe behavior will result in a review of the treatment plan and further recommendations.

Please remember you are representing the United States Military and your individual Branch of Service. We honor your Service to our great Nation and the sacrifices you and your families have made. It is our honor to assist you in your care and treatment.