

**Program:**

**Q: What services are offered at Turquoise Lodge Hospital?**

A: TLH offers medical detox, social model rehabilitation, and Intensive Outpatient Services for patients with a substance misuse issue.

**Q: What is the length of stay for inpatient and outpatient programs at TLH?**

A: The program is individualized to patient needs; Medical Detox: 5-7 days, Social Model Rehabilitation: 18-21 days, Intensive Outpatient: 15 weeks.

**Q: What is the cost for treatment at TLH?**

A: Ability to pay is not a deterrent to treatment. TLH will work with patients to determine insurance coverage related to treatment stay. Patients without insurance will be individually assessed using a sliding fee scale based on income. Our business office will work with you to determine payment arrangements.

**Medical:**

**Q: Will I see a medical provider while I am at TLH?**

A: Yes. TLH has an array of qualified medical providers to include: Board certified internal medicine and addiction medicine physicians, Certified Nurse Practitioners and a Clinical Prescribing Psychologist to address any mental health issues.

**Q: Will I receive medication to help with my withdrawal?**

A: Each patient is monitored for signs and symptoms of withdrawal and treated as medically necessary by our team of medical providers.

**Q: Do I need a referral from my physician?**

A: No, a referral is not required from your physician. TLH admissions staff will assess you over the phone to determine eligibility for admission.

**Counseling/Rehab:**

**Q: Do you offer individual sessions with a counselor?**

A: The majority of counseling is done in a group setting. Individual sessions occur regularly with your counselor and/or various members of the interdisciplinary treatment team, depending on your needs.

**Admissions:**

**Q: What are the admission criteria at TLH?**

A: Treatment is voluntary. Admissions criteria is based on American Society of Addiction Medicine (ASAM) Patient Placement Criteria. Adults - age 18+

**Q: What items should I bring with me for admission?**

A: Refer to website Adult Items List

**Q: Do you have a wait list?**

A: Patients are triaged/assessed according to medical necessity and scheduled for admission. TLH gives preference for treatment to pregnant injecting drug users, pregnant substance abusers, women with dependent children, parenting women, and men and women seeking to regain custody of their children.

**Q: How long does it take to get into the program?**

A: When you place your Request For Treatment (RFT) the call manager will tell you what the wait list is as that time. Admissions occur five days a week.

**Q: Someone I know needs help. How can I refer them your program?**

A: Treatment is voluntary, therefore, the person seeking treatment must be the one to call and schedule a telephone assessment.

**Q: Someone I know called to request treatment. Can I find out if they did in fact call?**

A: Due to patient confidentiality laws, TLH cannot disclose who has requested services or even if someone is a patient in our hospital without a valid, signed release of information from that person/patient.

**Miscellaneous:**

**Q: Can my family or friends call to check on me during my treatment?**

A: Family or friends may call to check your status during treatment with a valid, signed release of information on file for this purpose. Any staff person can help you sign the form to designate who may call to check on you.

**Q: Am I able to receive gifts or flowers while at TLH?**

A: No gifts or flowers are allowed during treatment stays.

**Q: Can I use my cell phone or laptop computer while in treatment?**

A: Cell phone and laptops are not permitted during your treatment stay. These devices often have cameras which can compromise patient privacy and confidentiality. Use of these devices can also be distracting to the primary focus of treatment and recovery.

**Q: Is smoking allowed at Turquoise Lodge Hospital?**

A: On May 20, 2019, TLH became a Tobacco free facility. Nicotine replacement therapies, i.e. nicotine patch, nicotine lozenge, etc. may be prescribed by the patient's physician. Only evidenced based nicotine replacement therapies will be used to treat nicotine dependence. Patients will be offered assistance with physical and behavioral issues related to tobacco cessation at the time of admission or whenever they express a desire to become tobacco free. Smoking cessation therapies such as educational and group support modalities will be offered.

**Q: Do you provide aftercare treatment upon completion of the program?**

A: Upon admission a discharge planner will assist each patient in establishing an appropriate discharge plan.