

**Program:**

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

A: TLH offers medical detox and rehabilitation for drug and alcohol patients.

**Q: What is the length of the program at TLH?**

A: The program is individualized to patient needs; Medical Detox typically takes 5-7 days, Rehabilitation is 18-21 days.

**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 of drug and alcohol. 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 doctor while I am at TLH?**

A: Yes. All patients are monitored and evaluated at the time of admission, throughout the detox process, and as medical needs arise.

**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 physicians and nurses. Medication may or may not be used to help alleviate symptoms.

**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 possibility 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, other injecting drug users, 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 seven 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. TLH does not offer intervention services.

**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 released of information from that person/patient.

**Miscellaneous:**

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

A: Due to patient confidentiality laws, TLH will not disclose that you are a patient with us unless you state in writing that we may do so. 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. Patients are encouraged to focus on their recovery without distractions.

**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: Adults may smoke during designated breaks outside, in the designated areas only. If you would like to stop smoking while you are in treatment, please speak with your medical provider for nicotine cessation assistance.

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

A: Patients who complete treatment are discharged with continuum of care services in the community as applicable.