

Patients are monitored continuously for their safety.

EPS provides patients with three hot meals a day. At other times, food is available for snacks.

Television is available in a group setting during the day. From the hours of midnight until 8:00AM the television is turned off.

There is a patient phone available for patients to make and receive outside calls. Only local calls can be made free of charge.

QUESTIONS OR CONCERNS?

All problems or concerns which arise regarding the care or your family member should be referred to the Nurse Manager or Supervisor when you call EPS.



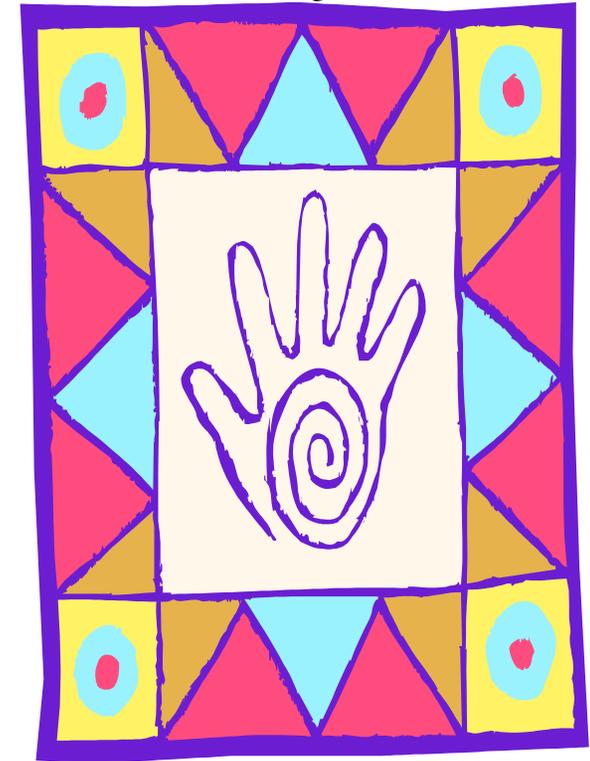
EPS

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WELCOME TO EPS,

EMERGENCY
PSYCHIATRIC SERVICES,
SANTA CLARA COUNTY

Visitors & Family



WHAT IS EPS?

EPS stands for **E**mergency **P**sychiatric **S**ervices. We provide emergency psychiatric care for residents of Santa Clara County.

1 . EPS is a locked psychiatric emergency room, which provides emergency psychiatric care to residents of Santa Clara County. Nearly all our patients are on involuntary psychiatric holds (5150's). Mental Health Urgent Care operates a walk-in crisis clinic, with a psychiatrist on duty, seven days per week for those seeking voluntary services.

2 . Process:

Every patient is assigned to a psychiatric registered nurse and a psychiatrist at all times. The psychiatrist will complete an evaluation, make a diagnosis and determine a plan of care for each patient. Care plans may include:

Crisis Intervention and release back into the community with follow-up services as appropriate, either mental health or substance abuse;

Medication and stabilization, with release from EPS back to the community;

Or

Medication and subsequent hospitalization for further stabilization.

HOSPITALIZATION

For those hospitalized, many are admitted to BAP, Santa Clara County Medical Center's inpatient unit. Because so many patients require hospitalization and we can not house everyone, EPS has a broad network of contacts with other Mental Health treatment facilities.

If the patient gives consent, the nurse will let a designated friend or family know where the hospitalization will occur. The patient has the right to refuse this release of information, and EPS is bound to honor this. For conserved patients or minors, EPS will always notify the guardian of the release.

VISITATION

Visiting is allowed at EPS; however this must be pre-scheduled and can be restricted. If the doctor does not feel a visit will be beneficial for the patient's treatment, it may be prohibited. All visits must be monitored by nursing staff, with provision for privacy.

Evaluation and determination of a discharge plan will be as prompt as possible within a 24 hour period. Sometimes a special disposition or a wait for a hospital bed will result in a stay longer than 24 hours.

VISITORS & FAMILY

When family is present at EPS during the time of admission of a patient, they have the right to provide written information regarding the patient's history to EPS staff. EPS will take the information into account when evaluating a patient. Forms are available from the EPS nurse for this use. Family may always call the EPS nurse to provide additional information. Even if the patient will not allow us to release information regarding EPS care, or even acknowledge that he is at EPS, EPS can always receive clinical information from the family in writing, by FAX or by telephone.

PATIENT PRIVACY

Sometimes our patients do not want anyone to know they are here. Without the adult patient's consent we can't tell you anything about the patient or even acknowledge that they are here.

Call 408-885-6100