

Welcome to the Comprehensive Psychiatric Emergency Program (CPEP).

On the CPEP unit, our goal is to create a partnership with you based on mutual trust and the shared goal of helping you throughout your stay. This brochure includes some basic information about our program, but if you have any questions, please feel free to ask our staff. We are always here to help and strive to deliver the best possible care and service.

If you're not sure whether CPEP is the right place to go for your situation, call the crisis line at **(585) 275-8686** before coming in.

We want to make your stay as comfortable as possible. If there is anything we can improve, please let us know.

IMPORTANT NUMBERS:

CPEP Main Desk
(585) 275-4501

Patient Relations
(585) 275-5418

Mental Hygiene Legal Service
(585) 530-3050

RESOURCES FOR AFTER YOU LEAVE THE HOSPITAL:

UR Medicine Crisis Call Line
(585) 275-8686

Mental health clinicians serving children and adults of all ages, 24 hours a day, 7 days a week

Lifeline Helpline and TTY
(585) 275-5151
24 hours a day, 7 days a week

Monroe Mobile Crisis Team
(585) 529-3721

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Part of Strong Memorial Hospital.



Comprehensive Psychiatric Emergency Program



What To Expect During Your Stay

Our entire team is dedicated to providing you with a supportive environment that helps to ensure your stay will be a positive experience. The following information about our unit will help you know what to expect as a patient or family member.

Care delivery

During your stay, you will be seen by a nurse, a psychiatrist, and a social worker. We will gather information from you, family members, outpatient treatment team members, and prior visit notes. Together, the psychiatrist, patient, and identified family member(s) will make a decision about next steps for treatment. Before discharge, the team will provide you with a personalized plan.

Secure area

CPEP is a secure unit operated under the New York State Office of Mental Health (NYS OMH) CPEP Regulations. This environment is designed with your safety in mind. Per NYS OMH regulations, all patients must be evaluated by a physician before being allowed to leave the locked unit.

Confidentiality

Protecting your privacy, and that of other patients, is our highest priority. So, no cellular phones or other electronic devices are allowed within the CPEP secure area. Visitors must step outside this area to make a phone call.

Cell phones

Visitors will be asked to leave their belongings—including phones—in lockers outside of the unit. You can leave the unit anytime to access your belongings. No cell phones are allowed in the unit. For safety reasons, charging cords are not permitted in the unit. Visitors may leave the unit any time to charge phones. Phones can be charged behind the Staff Station upon request.

Wait time

We do our best to see you as soon as possible. But, it takes time for staff members to collect information and develop the best care plan for each patient. Be aware: the wait time can be several hours.

Communication

We value the integral role you and your family/friends play as active members of the healthcare team. We encourage you to bring any questions to our attention.

Staff rounding

We strive to take care of your personal needs and wellbeing. Frequent rounding is an important part of providing you with excellent care and service. A member of the care team will be in the unit to maintain your comfort, ensure your safety, and help you with any requested needs.

Comfort needs

There are many items available to make your CPEP stay more comfortable. We provide meals at meal times and offer a few snacks. Water coolers are available on our unit to encourage healthy hydration. Please ask our staff if there is an item you need. Also, the Ronald McDonald Family Lounge & Community Center is located on the ground floor (G-9045). The lounge provides respite for families of children receiving care in CPEP. For more information, call (585) 273-4260.

Food and activities

Meals at meal times, some snacks, and water are provided on the unit. Food may be brought in for pediatric patients, but it cannot be shared with other patients or families. No food containers or utensils made of metal, foil, or glass are allowed and neither are forks or knives.

We have a television, books, magazines, coloring materials, and playing cards. For safety and sanitation reasons, toys are not permitted. Please ask our staff if you'd like something.

Visitors

One person at a time is allowed to visit. For safety reasons, visitation may be restricted at certain times. Due to limited space, patients and visitors may be asked to move to a different part of the unit. Please respect the confidentiality and privacy of others at all times. For safety and monitoring, other children cannot enter the CPEP area. For information on parking and discounted vouchers, contact the Parking Office at (585) 275-4524.

Children

Pediatric patients must be supervised by a parent or responsible adult throughout their stay on the CPEP unit. Parents are encouraged to take breaks from the unit to go to the cafeteria, etc. Parents needing to return home who do not have an alternate adult to sit with their child must speak with the Charge RN before doing so.

Adult patients who arrive with their own children should arrange to have them supervised or sent home with a responsible adult. Let our staff know if you need help with planning for your child.

Medications

Please inform staff members if you are taking medications and if you are due to take any medications during your CPEP stay. Please give all medications that you brought with you to our staff. Do not take any medications yourself as this can compromise your safety.

Smoking policy

To protect the health of everyone, we are Smoke-Free – inside and out. Smoking is not allowed anywhere at Strong Memorial Hospital or on the University of Rochester Medical Center campus. Electronic cigarettes are also not allowed.

Once you arrive from the CPEP unit, you will not be permitted to leave to smoke until discharged from the unit. **Please feel free to discuss nicotine replacement options with our staff; we can help.**