

**Things to bring  
for your hospital stay:**

- Insurance card(s)
- Shoes: comfortable soft-soled (sneakers)
- Clothing for 3 to 5 days, including: daytime clothes, sleepwear, slippers, robe (there are washers and dryers on the units)
- Eye glasses if needed
- Quarters or a phone card for use with pay phones on the adult and adolescent units

Note: Natchaug Hospital is a smoke-free facility

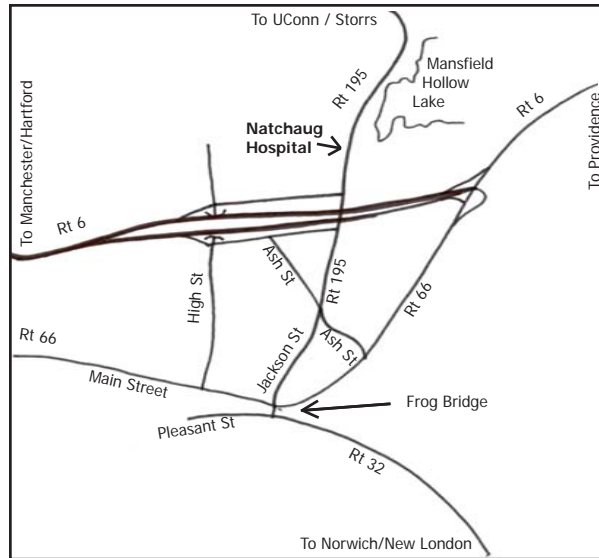
**For safety reasons, please do NOT bring:**

- Food or drinks
- Work boots or other heavy shoes
- Sharp objects or weapons
- Alcohol, street drugs
- Matches or lighters
- Spray cans
- Glass containers
- Jewelry and credit cards
- Electronics including: cell phones, computers, cameras, PDAs, CD players, radios, MP3 players, beepers, tape players

*Hospital staff will check all items brought into the hospital. Safe items will be given to patients*

**Natchaug Hospital**  
189 Storrs Road (Rt. 195)  
Mansfield Center, CT 06250

Tel: 860-456-1311 or 800-426-7792  
www.natchaug.org



Natchaug Hospital is on Rt. 195 between Willimantic and the University of Connecticut's Storrs campus. We are close to the Eastbrook Mall, McDonald's, Best Western, Angellino's and Big Y.

**From New London/Norwich:** Rt. 32 North to Willimantic. Cross "Frog Bridge" toward University of Connecticut via Rt. 195 North.

**From Putnam:** Rt. 44 West to Rt. 198 South to Rt. 6 West. Take Rt. 6 Bypass to first exit, for Rt. 195 North.

**From Hartford/Manchester:** Rt. 84 East to Rt. 384 East to Rt. 6 East, Willimantic/Providence. Take Rt. 6 bypass to exit for Rt. 195 North, University of Connecticut.

**Visitor's Guide**

**Inpatient Services**

**Adult Program**

**Child & Adolescent Programs**

Natchaug Hospital helps people find their way to recovery from mental illness and substance abuse.

Thank you for helping us ensure the dignity, privacy, and safety of people in our programs by following the guidelines in this brochure.



*Helping people find their way*

# Natchaug Hospital Inpatient Services

## Visiting Guidelines:

We welcome visitors. Please help us protect the privacy and safety of our patients and family members.

Please respect these guidelines:

- Photo ID is needed for each visitor (except children with a family member).
- Visitors are limited to the patient's family or guardians.
- Please, no more than two visitors at a time.
- Visitors under 16 must be with an adult.
- Visitors under the age of 12 must be approved by the doctor.
- Visitors may not smoke at the hospital.

Patients at the hospital for drug or alcohol treatment may not have visitors for 72 hours after admission. The staff closely watches their health and makes sure they are safe.

## Help us to serve you and your family better:

Natchaug Hospital wants to meet the needs of the people we serve. We welcome your ideas about how to make our programs better.

*If you are worried about the care you or a loved one is receiving at Natchaug Hospital, please contact the director of the program.*

## Visiting Hours\*

### Adult Unit

Mon, Tues, Wed, Fri, Sat and Sun:  
6:15 PM - 7:15 PM

Thursdays: 6:00 PM - 7:00 PM for families  
coming to the multi-family group

### Adolescent Unit

Mon - Fri: 6:00 PM - 7:00 PM  
Sat & Sun: 4:00 PM - 5:30 PM and  
6:00 PM - 7:00 PM

### Children's Unit

Mon - Fri: 6:00 PM - 7:00 PM  
Sat & Sun: 4:00 PM - 7:00 PM

Support Group for families of adolescent  
inpatient program clients  
Tuesdays, 6:00 - 7:00 PM

*\*The hospital knows that the support of loved ones is a key part of the recovery process. If you need to visit at times other than regular visiting hours, please contact the patient's Primary Therapist. The therapist may be able to make a plan for another time to visit.*

Director of Nursing & Patient Safety Officer:  
(860) 456-1311 x281

Client Rights Officer:  
Elaine Fry, (860) 456-1311 x207

**800-426-7792 or 860-456-1311**

## Phone Guidelines

There are pay phones on the Adult and Adolescent Units. Children use the phone at the nurses' desk to talk with their families, guardians, and others. The child's therapist will help the child decide who to call.

- To respect the interests of each patient, phone calls are limited to 10 minutes.
- Calls coming in during group sessions will be returned rather than disturb the group.
- A patient who needs a longer call, or a call during group time can make plans with their therapist.

*During the week, calls placed after 8:00 PM are less likely to disturb school and treatment groups.*

*Please make arrangements with staff if children or adolescents need to be available for calls during the day on weekdays, or for calls likely to take more than 10-minutes.*

## Pay Phone Numbers (Area Code 860)

Adult Unit:  
456-9703 • 456-9713 • 456-9812

Adolescent Unit:  
456-9819

