

# Welcome to HIC!

High & intensive care



HIC stands for High & Intensive Care. It is an inpatient unit for people aged 18 and over with severe mental and psychiatric problems. HIC provides acute and high-intensity psychiatric care and counselling to patients who have lost control over their thinking and acting, to such an extent that it could lead to serious harm for themselves or for others. Admission to the HIC unit can be either voluntary or compulsory. In the latter case, the mayor or a judge has decided that a person should be hospitalized to prevent the abovementioned serious harm.

### High & Intensive Care: the unit

The HIC accommodates 23 patients and consists of an intensive care unit for up to three patients, and two high care units for more intensive care. During your HIC admission our aim is to help you take back control of your life as quickly as possible, as well as strengthen it. This way, you can be discharged as soon as possible and, if necessary, continue your treatment on an ambulatory basis, either from home or from any other type of .

### Special attention

At the HIC unit, we consider respectful care and handling, putting the patient first, and the involvement of family and relatives very important. Within a few days after your arrival at the HIC unit a care alignment meeting (ZAG) takes place.

In this meeting, you, your family or relatives, together with your outpatient and inpatient practitioners (should you have those), will discuss the current situation as well as what is required for you to be able to return home or to any other type of living. In addition, any other goals as well as the required duration of your stay are addressed. If you were not receiving any care before your admission to the HIC unit, the need and desirability of any additional care following your discharge will be a point of attention as well.

The Intensive Home Treatment (IHT) team can play an important role in enabling your discharge from the HIC unit, even if arrangements for an outpatient care framework are not yet in place. It avoids having to wait for an intake interview before discharge. Should the extent of the care needed

at home prove to be too intensive for the outpatient care framework, the IHT team is available for temporary support. This multidisciplinary team may include a caregiver in training.

### The HIC team

The HIC team is multidisciplinary, which means that it consists of staff with various functions: psychiatrists, unit physicians, a clinical psychologist, a nursing specialist, nurses, welfare workers, a social worker, a peer worker, a family peer worker, as well as occupational therapists.

### Admission

During your stay at the HIC unit, the following aspects are important for your recovery and treatment:

- Once a week (or, if necessary/desirable, more frequently:) a progress conversation with one of your practitioners;
- Daily: multiple supportive and structuring conversations;
- 24/7 support;
- Care alignment conversations with regard to the system and ambulatory care framework;
- Medication;
- Support regarding activities at the HIC unit.

### Directional practitioner

Immediately upon your admission, you are assigned two practitioners who will be your point of contact during treatment. One of them is your directional practitioner/care manager.

Additionally, you will have regular conversations with a second practitioner. This may be a doctor, a nursing specialist, or a doctor training to become a medical specialist.

### Crisis alert plan

In cooperation with you, the nurses draw up a crisis alert plan (CSP). This tool helps prevent an impending relapse or crisis. It includes a description of early warning signs.

### Private room

At the HIC unit, you have your own private room with a toilet and shower. The shared living room is at your disposal. You will be invited for meals in the dining room unless you prefer having your meals in the privacy of your private room.

To increase your sense of safety, there is the possibility of a family member/relative staying with you during your admission. Do not hesitate to discuss this with your practitioner.

### **Additional information**

In the central hall of HIC is a rack containing leaflets with, among other things, information on your treatment, your rights and obligations as an Emergis patient, as well as information on the confidential counsellor (pvp). The pvp is your contact person in case you have questions or disagree with anything.

### **Social interaction**

#### **House rules**

#### **Alcohol and drugs**

Alcohol and drugs can positively or negatively affect how a person feels. We believe a drug- and alcohol-free environment is not only healthier, but also contributes to your recovery. The use of alcohol or drugs can also be unpleasant and confronting for your fellow patients. For that reason, the use of drugs and alcohol is discouraged. Dealing in or possessing drugs or alcohol is forbidden.

#### **Visiting hours**

For safety reasons and to protect our patients' night's rest, the HIC unit is closed between 9pm and 9am. Outside these hours, visitors are welcome. We kindly request them to contact us in advance for a convenient moment. During mealtimes your visitors can wait in the restaurant or eat with you, depending on the applicable absence arrangements. You are advised not to receive any children at the HIC unit. A family room is available in consultation with the nursing staff.

#### **Washing and drying clothes**

We kindly ask you to have your clothes washed by family or relatives. If this is not an option, the washing machine and dryer at the HIC unit are at your disposal in consultation with your practitioner.

#### **Meals**

All meals, to which you will be invited, are freshly prepared. From 8:30 to 9am, we have breakfast together. A collective lunch is served from 12:30 to 1pm, and dinner from 5:30pm. If you prefer to have your dinner later, it can be kept for you.

On weekends, meals are provided by the nursing staff. For your convenience, a summary of the menu is made every week. If you have any specific dietary requirements, please inform the nursing staff or the nutritionist.

### **Medication**

You may be on medication during your admission, whether it be medication you brought from home or medication prescribed by your inpatient practitioner. You will receive it from a nurse or attendant, according to schedule or at your request.

### **Night's rest**

At the HIC, you are encouraged to achieve a natural day and night routine. Since most people appreciate a good night's sleep, we ask you to stay in your room during the night.

### **Rules for social interaction**

At the HIC unit, we want everyone to feel comfortable and taken seriously. Therefore, we treat one another respectfully and disapprove of any aggressive or transgressive behaviour. If you deliberately destroy items, you will have to pay for the damage.

### **Privacy**

You are allowed to receive visitors in your room. Receiving fellow-patients however is not allowed to prevent situations you might regret later. For example, contracting an STD, an unwanted pregnancy, or unwanted drug use.

To ensure both your and our privacy, please do not take and distribute photos or videos without the explicit permission from the person filmed or photographed.

### **Smoking**

In accordance with the relevant laws and regulations, smoking is not allowed inside the building or in your room.

### **Valuables and dangerous objects**

Any valuables as well as dangerous or forbidden objects you are carrying at your admittance will be confiscated. To prevent this, we advise you to leave them at home.

Your confiscated belongings will be returned to you upon your discharge from the clinic. You can also collect them later, but no later than 14 within days. Items not collected within this 14-day period will be destroyed.



## Adress

HIC

Oostmolenweg 99

T 0113 26 78 25

## Postal address

Postbus 253

4460 AR Goes

## Film

You can watch a short film about HIC by scanning this QRcode.



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Een uitgave van de dienst communicatie  
Juni 2023