

## ■ What is the Family Treatment Center?

Queen's Family Treatment Center, part of The Queen's Medical Center's Behavioral Health services, is an inpatient unit that offers specialized care for children and adolescents with emotional and behavioral disorders. Psychiatric and mental health treatment is given together with 24-hour nursing care.

## ■ Why Queen's Family Treatment Center?

Our multidisciplinary team from the areas of Psychiatry, Psychology, Nursing, Social Work, Occupational Therapy and Pharmacy come together to offer a highly structured, holistic program with a strong emphasis on education and preparing the patient for a successful transition back into the community. Child- and family-centered, culturally sensitive programs are developed for each patient's social, physical, emotional, educational and developmental needs.

### TREATMENT MAY INCLUDE:

- Diagnostic evaluation services
- Psycho-education
- Medication and symptom management
- Individual and/or family therapy
- Occupational therapy groups
- Substance abuse support groups
- Recreational programming
- Academic activities

We encourage families and caregivers to participate actively in their child's treatment. A daily schedule of patient programming is available upon request.

### OUR MISSION

We are a behavioral health program that provides a safe, nurturing environment to facilitate the healing process for the youth of Hawai'i and their families.

### OUR VISION

The Family Treatment Center strives to ensure that all patients will be actively engaged in meaningful, individualized treatment that has been empirically validated and which seeks to foster the development of needed life skills. A multi-disciplinary team comprised of dedicated professionals who maintain a steadfast commitment to the youth served by our facility will deliver these services in a collaborative manner.

To learn more about the Queen's Family Treatment Center, visit [www.queens.org/familytreatmentcenter](http://www.queens.org/familytreatmentcenter)

## FAMILY TREATMENT CENTER



**THE QUEEN'S  
MEDICAL CENTER**

1301 Punchbowl Street • Honolulu, Hawai'i 96813

The Queen's Medical Center is a 501(c)(3) nonprofit health care provider. 18715Rev 5.2021

## FAMILY TREATMENT CENTER



**THE QUEEN'S  
MEDICAL CENTER**

**Compassion**  
guides our actions

**Empowerment**  
is instilling life skills to foster independence

**Advocacy**  
for those learning to speak for themselves

## ■ Acute Hospitalization

Acute hospitalization is intended to provide immediate safety and stabilization for the patient. We assess the patient's and family's needs, address immediate crises and coordinate resources and supports in the community. The average length of stay in our acute program is 5 to 7 days.

## ■ What Families Can Expect

Within 24 hours of admission, families will be required to complete paperwork and patients will be:

- Assessed by a physician

Assigned a Social Worker who will contact the patient's legal guardian with an update on care and to schedule a family session.

Nursing staff is available 24 hours a day if you have any questions or need additional information.

## ■ Contacting Your Loved One

For the safety and confidentiality of our patients, those wishing to contact a patient at the Family Treatment Center must be on the patient's approved contact list and be able to provide staff with the four-digit contact code that is assigned to the patient upon admission.

## ■ Phone Guidelines

Phone calls can be made and received daily at the Nurses' Station during our Preferred Phone Hours.

### PREFERRED PHONE HOURS

Daily from 12:30 pm – 1:00 pm  
& 4:00 pm – 5:00 pm  
Phone times may vary.  
Please call the unit to confirm.

**808-691-4221**

- Phone calls are limited to 5 minutes during the day and 10 minutes in the evening

Please understand staff may ask to end a phone call if a patient becomes disruptive.

## ■ Visiting Guidelines

Legal guardians and relatives are welcome to visit patients during our Preferred Visiting Hours. Please confirm with Family Treatment Center staff as these hours are subject to change.

### PREFERRED VISITING HOURS

Monday - Friday  
1:00 pm – 3:00 pm

Saturday, Sunday and Holidays  
2:00 pm to 6:00 pm

- Due to the COVID-19 pandemic, the number of visitors per patient and the duration of patient visits are subject to change. Generally, we welcome a maximum of two visitors per patient.
- Visitors must follow all COVID related safety measures as determined by the Queen's Medical Center.
- Visitors must be prepared to show staff a valid ID and provide the four-digit contact code prior to entering the unit.
- Visitors under the age of 12 are not permitted to visit per hospital policy.
- Visitors between the ages of 12 and 18 must be accompanied by an adult at all times.
- Visitors must store all valuables (purses, bags, cell phones) in the storage lockers located outside the unit entrance. Cell phones are not allowed on the unit at any time.
- Outside food and beverages are not allowed on the unit.
- Social Worker approval is required for any additional visitors or for arrangements outside of these visiting hours.
- Visits may be limited to 30 minutes.

Please understand if there is a crisis, staff may ask visitors to leave the unit to provide necessary attention and support.

## ■ Supply List

### PLEASE BRING:

- Required health items such as glasses, contacts, retainer
- School books and assignments
- Several sets of clothing (no tank tops; shoelaces; belts; shorts above the knee; or clothing with strings; no clothing with drug, alcohol, violent or sexual references)
- Sleeping attire
- Slippers or closed-toe shoes without laces

### DO NOT BRING:

- Personal toiletries such as soap, shampoo, deodorant, or toothbrush. All toiletries will be provided by the unit.
- Valuables such as jewelry (including piercings), cell phones, money, ID cards, cameras, wallets, music players, and laptops.
- Potentially hazardous items including lighters, matches, prescription or over the counter medications, nail polish remover, clothing hangers, breakable items, mirrors, and razors.

**Please note:** Staff reserves the right to store or send any items home.