

# Focus on Behavioral Health

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# More than a renovation

## South Oaks redesigns with patients in mind.

People with behavioral health issues prefer special accommodations when entering inpatient care, and their intake and treatment considerations are baked into South Oaks Hospital's recent renovation.

"Our patients often desire privacy that waiting rooms can't provide," said Brian Pritchard, administrative director of evaluation and admissions at South Oaks. "Soon we can bring them straight into private care rooms."

This adjustment will not only increase safety for everyone in the facility, but will also help calm the parents of younger patients, he said.



Furthermore, South Oaks is adding almost 600 square feet to accommodate increasing inpatient admissions. The earlier configuration could fit a total of 11 people. The new layout will accommodate 12 patients, with room for two family members each.

Mental health and substance abuse patients will receive care in a combined space, so their specialists can collaborate.

The changes reflect the evolution of behavioral health care and further raise South Oaks' evaluation and treatment standards.

"South Oaks is making these changes to create a more patient-centered environment," Mr. Pritchard said, adding that the updates will positively affect care and benefit the community starting in 2018.

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To refer or admit a patient to South Oaks, please call (631) 608-5885.

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A concierge attendant contributes to South Oaks' supportive environment.

## Extending hospitality

### Concierge attendants deliver a personal touch.

When patients and visitors come to South Oaks Hospital, a concierge is often the first staff member they meet. The lobby sets the stage for a supportive environment, where concierge attendants greet visitors and guide them to their destinations.

"We want everyone to feel welcome and valued," said Bradley Lewis, administrative manager at South Oaks.

Toward that end, concierges also assist those who require wheelchairs or other accommodations and help to expedite check-in for visitors.

For a more user-friendly experience, a new 30-minute grace period gives guests the option to begin registration before visiting hours start, which allows loved ones to spend more time together. Furthermore, nurses can extend visits to accommodate the needs of certain patients.

"Our concierge services make a positive impact on treatment," Mr. Lewis said. "They help families and loved ones feel more involved, which is important for patients."

# Growing to fill a need

Outpatient center relocates to accommodate more people who struggle with opioids and other addiction disorders.

A new substance abuse treatment center in Garden City is accommodating more people seeking outpatient care. The Zucker Hillside Hospital relocated services originally based in Mineola in response to growing demand during the past four years.

“Long Island is struggling more and more with issues related to substance abuse disorders,” said Michael Dwyer, associate executive director at Zucker Hillside Hospital. “We wanted a space that was still accessible for those treated at the old location, but that also gave us a wider reach.”

About four miles from the previous location, the new Garden City Treatment Center, at 711 Stewart Avenue, is easily accessible by public transportation and major roadways. Recovery programs are available for adolescents, adults and seniors.

The additional space also allows Northwell Health to provide more training to tomorrow’s behavioral health experts.

“Now we have the room for psychiatric residents to rotate and train with us,” said Bruce Goldman, LCSW, director of substance abuse services at Zucker Hillside Hospital. “Having residents on-site gives more support to patients and the behavioral health team.”

“Patients have been blown away by how nice it is when they walk in,” said Heather Hugelmeyer, LCSW, program director at the Garden City Treatment Center. “The environment helps reduce the stigma associated with substance abuse programs.”

“Northwell Health is committed to effective treatment of opioid misuse, substance abuse and behavioral disorders in the community,” Mr. Goldman said. “The investment in this new space is proof positive.”

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Find out about making a patient referral to the new Garden City Treatment Center by calling **(516) 742-4015**.

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“Our new location is more than just a bigger, nicer space. It also shows that patients are important, and their problems matter to us.”

— Mr. Goldman



# Immediate access to behavioral health care

## Walk-in access to full support.

Crises require rapid intervention, yet behavioral health patients often must wait weeks to receive an appointment with a specialist. But that has changed with a new service at Zucker Hillside Hospital.

“Behavioral health care has historically been difficult to access quickly, and that’s not viable for someone who is facing a serious challenge,” said Christina Gerdes, MD, a psychiatrist with the hospital. “Our Adult Behavioral Health Crisis Center offers walk-in access five days a week to address this gap.”

Please clip and post for your patients’ referral:



**Having a crisis? Don’t know where to turn? We’re here for you.**

The Adult Behavioral Health Crisis Center at Zucker Hillside Hospital  
75-59 263rd Street, Glen Oaks  
Monday through Friday,  
9 a.m. to 7 p.m.  
(718) 470-8300

Services include:

- Care coordination
- Crisis psychotherapy
- Diagnostic evaluations
- Medication management
- Referrals and connection to follow-up care

Psychiatrists are always on site at the Crisis Center, along with a multidisciplinary team that includes social workers and peer advocates.

Peer advocates help give patients perspective on treatment because they’ve “been there.” Jacques Noisy, a certified recovery peer advocate, talks with patients about employment assistance, recovery principles and social support. He also follows up and assists in their care coordination.

“Mental illness is extremely painful, but it is not the end of your journey,” Mr. Noisy said. “If you are willing to put in the work, you can take steps to recover. It’s a long road, but the right resources can help shorten the distance.”



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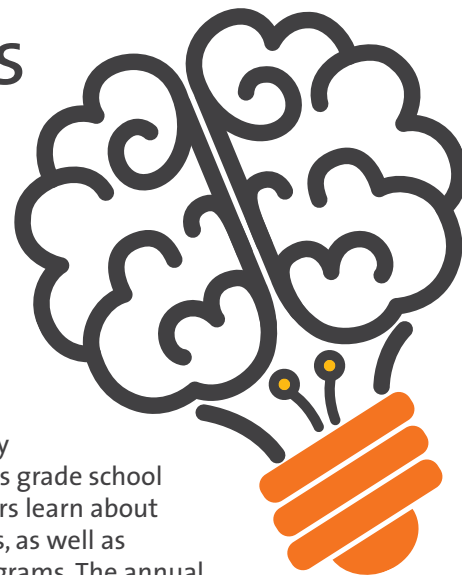
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Northern Westchester · Peconic Bay Medical Center · Phelps Memorial Hospital Center · Plainview · South Oaks · Southside · Staten Island University Hospital · Syosset · Zucker Hillside  
Affiliates: Boca Raton Regional Hospital · Crouse Hospital · Maimonides Medical Center · Nassau University Medical Center

# Brain building at South Oaks and Zucker Hillside



The Zucker Hillside Hospital offers professional education for social workers and others in the mental health field.

**October 23, 1 to 2:15 p.m.:**

Benefits Management and Work 101: How to Successfully Manage Social Security & Other Entitlements While Working. One contact hour, \$35

**November 6, 1 to 2:15 p.m.:**

When Disordered Eating Becomes an Eating Disorder: The ABCs of Eating Disorders. One contact hour, \$35

All workshops take place in the Sloman Auditorium, and all participants receive certificates of completion. The New York State Education Department's State Board for Social Work approves Zucker Hillside as a provider of continuing education for licensed social workers. To register or to see more details, visit [bit.ly/zhh-ed2](http://bit.ly/zhh-ed2).

Upcoming South Oaks Hospital programs include:

**November 7:**

The 2017 Superintendents Day workshop at South Oaks helps grade school and high school staff members learn about identifying potential red flags, as well as inpatient and outpatient programs. The annual event addresses topical, pertinent issues, this year including suicide prevention and challenges of LGBTQ students.

"Schools are the front line of behavioral health issues," said Michael Dzwil, lead case coordinator at South Oaks Hospital. "Teachers can notice if behavior changes or if kids seem to be bottling up emotions, and encourage them to get help early." Call (631) 608-5012 to register.

**Year-round:** The outdoor Challenge Activities Ropes Experience (CARE) provides team-building and personal-development workshops. Project CARE helps children build self-esteem, and Corporate CARE focuses on business-relevant exercises. Courses promote cooperation, conflict-resolution, leadership, time-management and communication skills. Call (631) 608-5342 to learn more.