

Information for Visitors

Springfield Hospital Center *Focusing on excellence in recovery*

Springfield Hospital Center's goal is that every patient will recover and return to the community. Our expert staff works with patients to give them care and services that will help them recover. We ask you to follow these guidelines to help keep the hospital safe for everyone and a place of healing for our patients.

Accredited by the Joint Commission

See our website at: <https://health.maryland.gov/springfield/Pages/home.aspx>

Visiting hours:

Visits are permitted from 1:00 p.m. to 8:00 p.m. Monday - Sunday. **Appointments are strongly encouraged. Please call the hospital operator on 410-970-7000 to schedule a visit.**

Identification:

Visitors must sign in and out with the security attendant at the main entrance to each patient building.

Storage of items:

Visitors will be asked to store coats, jackets, bags, purses, etc., in cars or lobby lockers.

Entering patient visitation areas:

All visitors are required to go through the metal detector before entering visitation areas. All items that visitors want to bring must go through the metal detector and will be inspected by Security and/or Clinical staff. Any items that visitors refuse to have searched will not be permitted into the patient visitation areas. **Be aware that many items are not allowed in patient visitation areas or in a patient's possession.**

IMPORTANT:

Infection Control

Springfield Hospital Center makes every effort to protect our patients, assisted living residents, healthcare workers and visitors from infection. Since visitors may be a potential source of infection, all visitors are asked to honor and respect the following guidelines:

Don't visit when sick or not feeling well - It is safest for everyone to reschedule visitation after a visitor has recovered from being sick. Visitors are considered sick or infectious to other persons when they have symptoms of fever, chills, sore throat, cough, runny or congested nose, body aches, fatigue, nausea and/or vomiting, diarrhea, or a rash.

Clean hands often - Hand hygiene supplies are available for use in the building lobbies and restrooms. Visitors are encouraged to complete hand hygiene upon arrival and often throughout the visit especially after sneezing, coughing, touching the eyes, nose, or mouth and/or using the restroom.

Masking Policy - Face mask use is optional during visitation. However, there may be times when face masks are required (mandatory) in certain areas of the hospital due to an outbreak of COVID-19 or other respiratory infections. Face masks are available onsite for visitor use. ***Confirm requirements when scheduling a visit.***

As a visitor to Springfield Hospital Center, you will see this information about safety in all areas occupied by patients:

We work hard to keep patients safe and help them recover. To do this, we do not allow the following behaviors and items:

- Food and beverages of any kind
- Tobacco in any form and tobacco-like products
- Lighters and matches
- Cameras
- Cell phones
- Containers (glass, plastic, cans)
- Drugs
- Glass items (mirrors, etc.)
- Items with alcohol in them
- Plastic bags larger than a sandwich bag
- Weapons
- Close physical contact with patients or staff
- Disregard for safety
- Disregard for privacy
- Disruptive behavior
- Drug or alcohol use
- Harmful behavior towards patients or staff
- Verbal abuse

Visitors who do not follow these rules will have to leave the hospital.

Can I talk to the patient's psychiatrist or any other member of their Treatment Team?

Springfield Hospital Center encourages family and support system participation in the treatment goals for the patient. However, we must protect each patient's confidentiality. A patient must give consent to Springfield staff to provide information to family members or significant others. Consent is voluntary and can be revoked at any time.

How can I reach a patient by phone?

Each unit has a pay phone that may be used to call a patient. The unit staff can give you this number.

May I send mail to a patient?

Mail may be addressed to: Springfield Hospital Center, 6655 Sykesville Road, Sykesville, MD 21784, ATTN: Patient's name and unit

Are children allowed to visit?

No visitors under 18 are allowed.

Can I visit the cemetery?

The cemetery is open to all visitors from dusk to dawn 7 days a week.

Does the hospital have language interpreter services?

We take reasonable steps to have language services available 24 hours per day, 7 days per week, for all necessary services for patients with limited English proficiency.

Interpreter services are available 24 hours per day, 7 days per week, for deaf patients.

Family members and/or visitors may use interpreter services when visiting the Deaf Unit.

For more information:

- To reach staff on a patient's unit, call 410-970-7000 and ask for the unit by name.
- Volunteer Services provides activities and items that patients need: 410-970-7250
- The Resident Grievance System makes sure that patients' rights are protected and that they have a way to voice complaints and have them resolved: 1-800-747-7454
- The Ethics Committee helps patients, families, and staff resolve issues: 410-970-7205
- The Chaplain helps patients and families with spiritual needs: 410-970-7205
- For more information about mental illness and recovery, contact:
 - National Alliance on Mental Illness (NAMI) at www.nami.org or call 1-800-950-6264; NAMI Maryland chapter: www.md.nami.org or call 1-800-467-0075

DIRECTIONS

From Baltimore/Points North:

Take the Baltimore Beltway (695) to Exit 18 West (Liberty Road/ MD Route 26). Travel 12 miles west to the intersection of MD Routes 26 and 32 (Eldersburg). Go 1-mile south on MD Route 32 to the hospital entrance on the left.

From Baltimore/Points South:

Take the Baltimore Beltway (695) to Exit 16 West (Route 70). Go about 12 miles to Exit 80 North (MD Route 32). Travel 5 miles north to the hospital entrance on the right.

From Western Maryland:

Take Interstate 70 East towards Baltimore. Take Exit 80 (MD Route 32) and travel north approximately 5 miles to the hospital entrance on the right.

SPRINGFIELD HOSPITAL CENTER

6655 Sykesville Road

Sykesville, Maryland 21784

410-970-7000

1-800-333-7564

TTY: 410-549-7950

TTY: 1-800-249-4347

Jordan Butler, Chief Executive Officer
Jo Hall, MD, Clinical Director
LaKeesha Moore, Chief Operating Officer

Springfield Hospital Center does not discriminate in admission and treatment of patients based on race, creed, color, sex, national origin, age, religion, sexual orientation, and/or political belief.

The Department, in compliance with the Americans with Disabilities Act, ensures that qualified individuals with disabilities are given an opportunity to participate in and benefit from DHMH services, programs, benefits, and employment opportunities.

Wes Moore, Governor
Laura Herrera-Scott, MDH Secretary

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