

## DIRECTIONS TO BROUGHTON HOSPITAL

From I-40 (east or west): Take exit 105 onto South Sterling Street (NC 18 North). Proceed to the fourth stoplight and turn left onto Broughton Hospital Campus (Broughton Road). Turn right at the first street onto McKee Drive. Turn left at the next street onto Scenic Drive. The Avery Building is the large building with the dome. Visitor parking is in front of the building.

From Morganton: Take South Sterling Street (NC 18 South) from town. Turn right onto McKee Drive (at the stone gate). Turn right onto Scenic Drive. The Avery Building is the large building with the dome. Visitor parking is in front of the building.

For further directions and information, call Broughton Hospital at (828) 433-2111.

*We are very proud of Broughton Hospital and its heritage. Since 1877 we have provided mental health services to those individuals requiring very special care and treatment. We are located in the beautiful foothills of Western North Carolina on a campus that is unrivaled in its appearance. We are committed to make everyone's stay a positive experience and each person is treated with dignity and respect. We hope that you enjoy your visit to our campus and would appreciate any comments or suggestions that you may have.*

## BROUGHTON HOSPITAL MISSION

*To partner with individuals by creating opportunities to recover from mental illness and substance use disorders by instilling hope, facilitating choice, promoting healing, and supporting their personal journeys of wellness.*

## BROUGHTON HOSPITAL VISION

*To be an exemplary environment of inpatient healing, hope, and compassion by partnering with individuals who have mental health and substance use needs.*

## BROUGHTON HOSPITAL'S PHILOSOPHY ON RESTRAINTS

*Broughton Hospital is committed to keeping our patients safe without the use of seclusion or restraints whenever possible.*



## BROUGHTON HOSPITAL



## PATIENT FAMILY/ VISITOR GUIDE

- Broughton Hospital strives to improve the quality and safety of the care they provide. You can help by notifying a staff member anytime you are worried about a patient or feel that immediate attention is needed.
- Any individual who has concerns about patient care and safety at Broughton Hospital that the hospital has not addressed, is encouraged to contact the hospital director's office at **828 433-2324**.
- If you encounter any problems with the phones used by patients, please let us know.

## Joint Commission Accredited



If you do not feel your concerns have been adequately addressed, you may contact the Joint Commission at:

Division of Accreditation Operations  
Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
800-994-6610

Certified by the Centers for Medicaid and Medicare Services



## Hospital Rules for Patient Family/Visitors

- All patient family/visitors must report to the Operations Center in the Avery Building for registration, positive visitor identification, and directions.
- Anyone that is sick with symptoms such as fever, cough, congestion, vomiting, or diarrhea are asked to refrain from visiting.
- Patient family/visitors should leave personal items such as purses, cell phones, and pocket knives locked in their vehicle.
- Unsafe articles such as metal & glass are not permitted in patient areas.
- For patient and staff safety, all visitors will be electronically scanned and their possessions searched prior to entering the patient areas.
- No photographing, video or audio recording without prior authorization.
- Tobacco products, lighters, matches, and other flame producing devices are not allowed in patient areas or on campus.
- Smoking on the hospital's campus is prohibited. No employee, patient family/visitor, patient, MCO employee, volunteer, contractor or other persons performing services on behalf of the hospital is permitted to use any tobacco product or E-Cigarettes, at any time on campus in any building, facility, vehicle (personal or state-owned), grounds and property, including parking lots, wellness trail, picnic shelter, or softball field, or with patients during off campus trips.
- No alcohol, drugs or weapons are allowed.
- Food brought in for a patient must be consumed during the visit, please check with staff before proceeding.
- No personal hygiene items are accepted from visitors. Patients may only have hospital issued, purchased, and approved items.
- Spending money left for the patients must be given to a staff member, a receipt will be given and the money will be secured.
- Anyone that brings in any form of illegal substance will be subject to prosecution.
- \*Persons who have been convicted of a sex offense & ordered to register as a sex offender are prohibited from visiting our adolescent population.

## Services

- The Operations Center in the Avery Building is available 24-hours a day for assistance and information.
- Telephone: 828-433-2111 (24 hours)
- Patient Mailing Address:  
Name  
Broughton Hospital  
Unit #  
1000 South Sterling Street  
Morganton, NC 28655
- Broughton Hospital Patient Information booklet is available on request at the Operations Center.

### PATIENT FAMILY/VISITING HOURS

Anyone under age 12 are not allowed to visit in patient areas

Adult, Medical & Deaf Units

1-4 PM & 6-9 PM

Adolescent Units

\*1-4 PM & 5:30 -8:30 PM

### **All Visitors age 16 and above MUST produce a valid ID**

Please note, however, that visiting will not take precedence over school or therapies. Therefore, visitors are encouraged to use evening visiting hours during weekdays (Monday through Friday)

THANK YOU!