



# Menninger®

2801 Gessner Drive  
Houston, Texas 77080  
713-275-5000 ■ 800-351-9058  
Fax 713-275-5107  
MenningerClinic.com

## PRE-ADMISSION BROCHURE

# Preparing for your stay



*Affiliated with Baylor College of Medicine and The Methodist Hospital*

### OUR MISSION

Menninger is the international psychiatric center of excellence, restoring hope to each person through innovative programs in treatment, research and education.

### OUR VALUES

**Excellence**—The best people doing their best work  
**Teamwork**—Accountable to each other to do our best  
**Hope**—Inspiring people to reach their potential  
**Integrity**—Doing the right thing  
**Caring**—Respect and compassion for self and others

# TABLE OF CONTENTS

History & accreditation .....	3
Frequently asked questions .....	4-6
Packing list.....	6-8
Transportation .....	8-9
Driving directions .....	9-10
Map of Houston .....	11
Hotels & restaurants .....	12-13
Insurance information .....	14-15



# HISTORY & ACCREDITATION

## HISTORY

Individuals with severe mental illness from across the U.S. and internationally have turned to The Menninger Clinic since 1925. Founded in Topeka, Kansas, by Drs. C.F., Karl and Will Menninger, The Menninger Clinic represented the first group psychiatry practice. “We had a vision,” Dr. C.F. said, “of a better kind of medicine and a better kind of world.”

## OUR VISION

Menninger will be the world leader in psychiatric treatment, research and education.

## QUALITY & ACCREDITATION

### Joint Commission accreditation

The Menninger Clinic is committed to quality healthcare. Proof of this commitment is our accreditation by The Joint Commission. When you use a facility accredited by The Joint Commission, you know that it meets rigorous standards that keep pace with the ever-changing advancements in healthcare.

### Pathway to Excellence™ designation

Further proof of our commitment to quality healthcare is the Pathway to Excellence™ designation by the American Nurses

Credentialing Center. This designation was originally presented to Menninger as the Nurse-Friendly designation in 2007 by the Texas Nurses Association. The Pathway to Excellence designation identifies the elements of work environments where nurses can flourish. The designation substantiates the professional satisfaction of nurses at Menninger and identifies it as one of the best places to work. Menninger was the first freestanding psychiatric hospital in Texas to achieve this designation.

### Affiliations

Menninger’s affiliation with Baylor College of Medicine and The Methodist Hospital ensures that Menninger will continue to fulfill its core mission of providing patient care, training future clinicians and conducting innovative research. Menninger is a teaching hospital for the Menninger Department of Psychiatry & Behavioral Sciences at Baylor College of Medicine. The Clinic conducts research and also collaborates with Baylor College of Medicine, which is ranked 10 among the leading U.S. medical schools, as well as other top organizations and researchers worldwide.



## FREQUENTLY ASKED QUESTIONS

### What can I expect at the time of admission?

- When you arrive, an Admission coordinator will meet with you to complete the registration paperwork.
- You will meet with a nurse and a physician/psychiatrist who will assess your current symptoms.
- At the program residence, nursing staff will provide you with an orientation to the facility (including your room) and introduce you to peers on the unit.
- A psychiatrist will come to the unit to meet with you.
- A program representative will notify your referring professional.

### Should my family accompany me at admission?

If you are an adult, it is not required, but we encourage a family member or significant person in your life to accompany you on your first day at Menninger. If you are an adolescent, you are required to be accompanied by a parent to complete the admission paperwork.

The family member accompanying the adolescent patient should plan to stay for one day to assist throughout the admissions process and help provide information to the clinical team. See the Web page of the appropriate program for more information about the family's involvement.

Once the family member returns home, the treatment team's primary clinician provides ongoing communication. The primary clinician also arranges conference calls and visits with the patient and family, according to the treatment plan.

### What methods of payment are accepted?

We accept payment with Visa, MasterCard, Discover and American Express credit cards, as well as with personal checks and bank wire transfers. If making a payment for services using a credit card, please contact the credit card company before arrival to let a representative know that a large payment will be posting to the account from Menninger. Most credit cards have a daily limit and will deny the transaction if not notified in advance.

### Does Menninger have cashier services?

Yes. Guidelines are as follows:

- Hours: 8:30–11:30 am Monday through Friday
- Cashing patient checks: \$100 limit per week unless otherwise approved by program staff. Upon discharge, the limit is \$200.
- Any amounts deposited to the cashier over \$100 will be given to the patient as an IOU and can be withdrawn weekly.
- Upon admission—for patients who bring any amount of cash more than \$100, the funds will be deposited into the Menninger bank account for safekeeping and will require 48 hours to retrieve from the bank.
- Upon discharge, any amount more than \$200 will be given back to the patient in the form of a check, not cash.

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## FREQUENTLY ASKED QUESTIONS—CONTINUED

### Does Menninger accept insurance?

Yes. We work with all insurance companies. We routinely verify in-network benefits and work to facilitate reimbursement from your insurance company on all plans.

Regarding insurance reimbursement, The Menninger Clinic will not accept payment directly from insurance companies on any out-of-network insurance plans. To avoid delays for your reimbursement, please contact your insurance company's claims department to inform them any benefit reimbursement is to be payable to you as the subscriber/member. For out-of-network plans, we encourage you to take an active role in obtaining information about your plan's benefits. Your insurer's customer service representative is prepared to answer questions or concerns about your coverage and certification, as well as appeal procedures. (See pages 14-15 for more insurance information.)

### Are your programs designed for a specific number of days?

Menninger offers flexibility in lengths of stay depending on severity of symptoms, desired treatment goals and progress toward those goals. Our treatment teams provide a thorough assessment and review of previous treatment in the process of implementing a tailored plan for treatment. As a result, we request that patients make a commitment for a minimum stay to complete the assessment, develop active role in treatment, implement the treatment plan, integrate new skills for managing situations once at home and formulate a relapse prevention plan.

The expected stays\* by program are:

- Adolescent Treatment Program—  
Assessment      2 to 3 weeks
- Adolescent Treatment Program—Inpatient  
treatment      3 to 8 weeks
- Adolescent Treatment Program—Day  
hospital      6 to 10 weeks
- Compass Young Adult Program  
6 to 8 weeks
- Comprehensive Psychiatric Assessment &  
Stabilization      2 to 3 weeks for assessment  
7-10 days for stabilization
- Hope Adult Program  
6 to 8 weeks
- Professionals in Crisis Program  
6 to 8 weeks

\* Length of stay may vary according to individual clinical needs.

### Do patients have time for recreation while in treatment?

After daily groups and meetings, nursing staff continue to provide structure and support. Evenings and weekends offer patients the time to work on their personal goals, reflect on therapeutic work and participate in 12-step meetings when appropriate. Recreation and free time is determined on an individual clinical basis. Organized evening and weekend activities are planned. Fitness and recreational facilities are available on campus, as well as in the community.

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# PACKING LIST

## Describe a patient room.

Our residences for patients are much like a comfortable university residence hall in a campus setting. Most rooms are designed for two patients. Handicapped-accessible rooms are available. All rooms have a bathroom, including a tub and shower. Rooms are set up to respect patients' desire for privacy, as well as to encourage patients to develop meaningful social connections with peers. The hospital buildings also feature common areas for groups, conversation, light cooking and leisure activities. Patients dine with staff in our Cafeteria. When clinically indicated, meals are delivered to the unit.

## Is cigarette smoking permitted?

Menninger provides designated outdoor smoking areas for adults only. Smoking is prohibited for patients under age 18.

## How will my referring clinician be updated about my treatment?

At admission you may sign the release of information form authorizing Menninger to provide updates to your treater. When you provide this legal permission, a program representative will notify him or her about your admission. A member of your treatment team will follow up with the treater within two working days after admission to determine how we can meet the treater's needs in a timely, efficient manner. Our staff is committed to providing the referring clinician with updates, discharge planning reports and notice of discharge.

Please remember your room and storage space is limited. A reasonable guideline for packing is to bring what you can fit into **two suitcases**.

Parents of adolescents, please refer to the parents' handbook for packing guidelines.

## Things to bring

- Please bring all of your currently prescribed medications in their individual bottles. **Note:** We will not continue the use of herbal supplements while the patient is at The Clinic.
- Alarm clock (must be wind up or battery operated). We encourage self-responsibility in getting up and being on time.
- Journal materials—wireless notebooks or journals only; not wire spiral-bound notebooks
- Prepaid phone calling cards for making long-distance calls from the unit
- Stamps, stationary paper, envelopes and writing utensils
- Medical insurance information and card as well as prescription information
- Copy of Living Will, if one is in effect
- Driver's license and copy of auto insurance coverage amounts
- Spending money—Do not bring a large amount of cash. We discourage keeping more than \$25 to \$30 dollars at one time. You are able to cash checks at the cashier's office while here. No more than one credit card is suggested.

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## PACKING LIST—CONTINUED

- Medical insurance information, insurance card and prescription information. These may be needed for medical treatment during your stay even if insurance is not paying for treatment at Menninger.
- Jewelry—minimal amount suggested. You keep this at your own risk.

### Suggestions for clothing

- Appropriate, casual, comfortable clothing, but no low-cut shirts, short shorts or skirts, sheer, clingy or overly tight clothing, clothing with drug paraphernalia or terms, or sexually explicit pictures or wording
- Swim suit (depending on season)—one piece suits only
- Light and/or warm jackets. Clothes that layer are useful for all seasons
- Sweat shirts or sweaters (as it can be cool on the unit)
- Comfortable walking shoes
- Athletic shoes (required for use of the gym)
- Robe
- Slippers
- Pajamas
- Umbrella
- May bring specialty laundry soap. Units provide laundry facility and powdered detergent.

### Personal hygiene items suggested to bring

- Toothbrush (nonelectric) and toothpaste
- Shampoo plus conditioner if desired
- Antiperspirant (non-aerosol)
- Nail clippers and emery board
- Razors—electric and portable/cordless only
- Facial cleansers
- Specialty soap—Menninger provides hotel-type hand soap.

- Feminine hygiene products as needed
- Curling iron
- Blow dryer
- Hair care items such as mousse, spray and gels (non-aerosol)
- Lip balms
- Make-up as desired
- Contact lenses (extra pairs) and cleaning supplies

### Items permitted with limited use

Scissors, nail clippers, cuticle trimmers, tweezers, eye lash curlers, rug hooks, metal or plastic knitting, crochet, darning or other sewing needles, battery-operated shavers, dental floss, glass bottles containing make-up, nail polish or other substance, musical instruments and accessories, sports equipment, cell phones when going off grounds on pass *without* staff, suitcase straps, personal care products containing alcohol such as skin astringent and facial wash, curling irons, hair straighteners, chargers for electronic devices and plastic mirrors.

### Items permitted

- Photos of family, friends and home (without glass in or on the picture frames)
- Headphones (to be kept in designated supervised area when not in use)
- Reading material for leisure
- Small craft or art materials, which may require use under supervision
- Drawing materials
- Playing cards

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## PACKING LIST—CONTINUED

- ❑ Small amounts of snack foods and beverages. Only plastic cartons are allowed.
  - ❑ If patient is a smoker, bring adequate cigarettes for two weeks to allow for planning to get more if needed.
  - ❑ Mouthwash without alcohol
  - ❑ Cell phone—Personal cell phones are stored and retrieved from the vault in the Menninger Cashier's Office. Access to personal cell phones will be permitted only when going off grounds on a pass or on a therapeutic absence. Staff will obtain the patient's mobile number and provide the patient with Menninger's phone number to ensure communication access while off campus. Menninger provides phones for calls made to/from the unit. Local calls from unit are free. Prepaid phone cards are needed for long-distance calls placed from unit. Cell phones are prohibited on the adolescent program.
  - ❑ Musical instruments, if brought, would be kept in a supervised area and/or be used under supervision of clinical staff.
  - ❑ Flower arrangements or plants in plastic vases or containers, not glass, including flowers sent by family
- Items not to bring**
- Alcohol, illicit drugs and unprescribed drugs
  - Over-the-counter medications or herbal remedies
  - Cigarettes and tobacco products for minors, which are illegal in the state of Texas
  - Smokeless tobacco products, cigars, pipes and pipe tobacco for adults
  - Lighters of any type
  - Weapons including, but are not limited to guns, knives, pepper spray and mace
  - Tools including, but are not limited to hammers, pliers, wrenches and utility knives, such as Exacto brand knives
  - Toxic substances including, but are not limited to inhalants, aerosol cans, model glue, hair dye, permanent markers and liquid bleach
  - Razor blades
  - Metal hangers
  - Cans (beverages must be in plastic containers)
  - Safety pins
  - TVs
  - Lamps
  - Pets
  - Glass, including glass vases, containers, light bulbs and flashlights
  - Mirrors—Makeup compacts with mirrors may be kept in a designated area when not in use.
  - All devices with video, audio or photo capability, including iPods and MP3 players
  - Electric blankets or personal heating pads
  - Foam rubber egg crate mattresses, mattress covers or pillows
  - Heaters and fans (handheld battery-operated safety fans are permitted)
  - Humidifiers or vaporizers
  - Extension cords
  - Rope
  - Pencil sharpeners or make-up sharpeners
  - Metal nail files or acetone containing nail polish

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- Metal dental picks or mouthwash containing alcohol
- Ashtrays
- Candles
- Matches and lighters
- Personal computers, PDAs, gaming systems and DVD players. Handheld games, such as solitaire, may be used unless restricted for therapeutic reasons
- Energy drinks and body-building powders
- Food preparation appliances, such as toasters, hot plates, coffee pots, etc.
- Wire-bound notebooks or journals
- Plastic wrap, bags, covers, etc.

## Visitation hours

- Hospital visiting hours are 11:30 am to 1 pm and 5 to 6:30 pm daily. Each program may permit additional visiting hours, according to its guidelines.
- Visitation should not interfere with the assessment or therapy appointment schedule and may be reviewed on a case by case basis with your primary clinician.

The following independent contractors provide transportation in Houston.

### **ROYAL CARRIAGES LIMOUSINE SERVICES**

800-546-6781

713-787-5466 (local)

[www.RoyalCarriages.com](http://www.RoyalCarriages.com)

### **BEST LIMOUSINES**

877-974-5466

713-974-5466 (local)

[www.BestLimousines.com](http://www.BestLimousines.com)

### **A&T TAXI LIMO SERVICES**

John Telfah

877-330-8294

713-294-4755 (local cellular)

### **TEXAS SUPER SHUTTLE**

713-781-6660

Includes multiple stops from/to airport

Transportation via airport van



# DRIVING DIRECTIONS TO MENNINGER FROM AIRPORTS

## FROM BUSH INTERCONTINENTAL AIRPORT (IAH)

1. Follow airport signs to westbound Sam Houston Tollway, also known as Beltway 8.  
Note: Cash toll is required.
2. Leave the Sam Houston Tollway/Beltway 8 at the Clay Road-Kempwood Drive Exit.
3. Continue on Frontage Road and turn left onto Kempwood Drive.
4. Continue on Kempwood to Gessner Drive.  
Menninger is on your left. Enter the parking lot from Kempwood or Gessner.

**Note:** Parking for admission is located along the circle drive at the Administration Building's covered entrance off of Gessner Drive. The Admissions Office is located inside the entrance of the Administration Building.

## FROM HOBBY AIRPORT (HOU)

Two routes are suggested. The Sam Houston Tollway, also called Beltway 8, requires cash tolls, but is the simplest route that bypasses much of the city. Heavier traffic may be encountered on the freeway, which is a shorter distance to Menninger.

### Via Sam Houston Tollway/Beltway 8

1. Take southbound Telephone Road to the Sam Houston Tollway/Beltway 8.
2. Go west on Sam Houston Tollway/Beltway 8.
3. Exit the tollway at the Hammerly Boulevard-Kempwood Drive Exit.
4. Continue on frontage road and turn right onto Kempwood Drive.

5. Continue on Kempwood to Gessner Drive.  
Menninger is on your left. Enter the parking lot from Kempwood or Gessner.

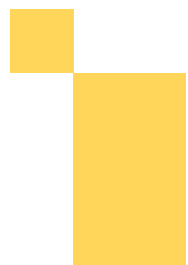
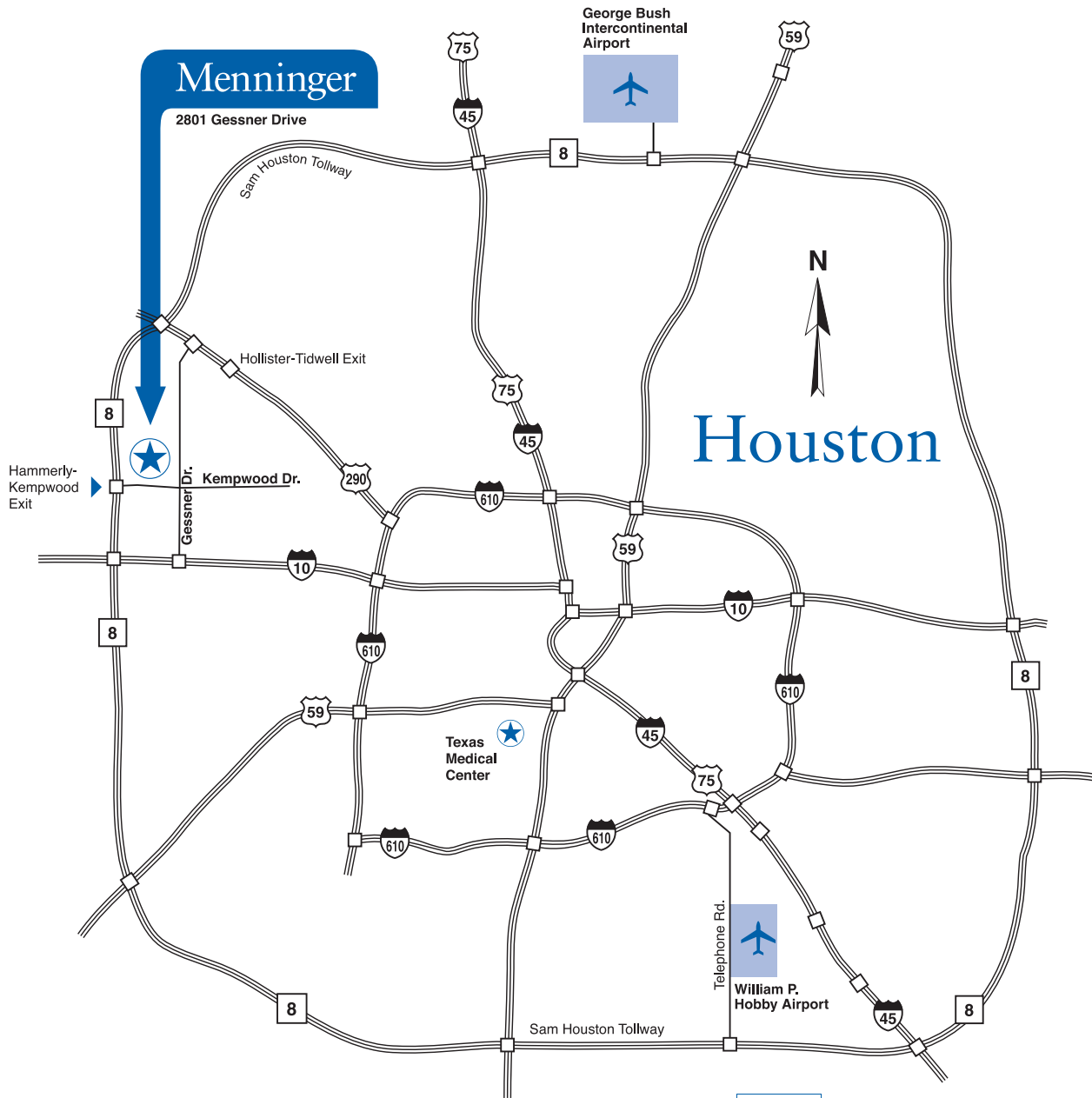
**Note:** Parking for admission is located along the circle drive at the Administration Building's covered entrance off of Gessner Drive. The Admissions Office is located inside the entrance of the Administration Building.

### Via freeways

1. From Hobby Airport, follow signage to I-45.
2. Take I-45 north to westbound I-610.
3. Continue on I-610 to westbound I-10.
4. Exit I-10 at Gessner Drive Exit 757 and continue on I-10 frontage road to second stop light at West Sam Houston Tollway/Beltway 8 Frontage Road.
5. Turn right onto West Belt Frontage Road and continue northbound along the Sam Houston Tollway/Beltway 8.
6. Turn right onto Kempwood Drive.
7. Continue on Kempwood to Gessner Drive.  
Menninger is on your left. Enter the parking lot from Kempwood or Gessner.

**Note:** Parking for admission is located along the circle drive at the Administration Building's covered entrance off of Gessner Drive. The Admissions Office is located inside the entrance of the Administration Building.

# HOUSTON MAP



# HOTELS AND RESTAURANTS

Houston offers lodging with various amenities, locations and price ranges. The following hotels are located proximate to the Menninger campus.

A variety of other lodging options are available at [www.VisitHoustonTexas.com](http://www.VisitHoustonTexas.com). At [www.HoustonHotels.com](http://www.HoustonHotels.com), you can search for hotels based on their proximity to Menninger by entering The Clinic's address: 2801 Gessner Drive, Houston, TX 77080.

## HOTELS WITH SHUTTLE SERVICE PROVIDED

### **Crowne Plaza Hotel**

12801 NW Freeway (Highway 290)  
(This isn't the one at the medical center.)  
Houston, TX 77040  
800-227-6963  
713-462-9977  
Menninger discount offered. Ask for the "Menninger rate."  
(4.97 miles from Menninger)

### **Four Points by Sheraton Memorial City**

10655 Katy Freeway (West Sam Houston Tollway/Beltway 8 and I-10)  
281-501-4600  
Some pets permitted, complimentary washer and dryer, and business center with computers  
(4.3 miles from Menninger)

### **Sheraton Houston West**

11191 Clay Road  
281-501-4200  
Menninger discount offered. Ask for the "Menninger rate" and provide Code #377451.  
Papa Joe's Restaurant inside of hotel. Freeway access to Menninger is not necessary.  
(1.5 miles from Menninger)

## HOTELS WITHIN 10-MILE RADIUS

### **Comfort Suites**

11440 Clay Road  
832-467-1200  
Menninger discount offered. Ask for "medical rate." 100 percent non-smoking hotel. Suites include microwave and refrigerator. Laundry room available.  
(2.0 miles from Menninger)

### **Fairfield Inn**

15110 Katy Freeway (I-10)  
281-646-0056  
Menninger discount offered. Ask for the "Menninger rate."  
(10.88 miles from Menninger)

### **LaQuinta Westway**

4424 Westpark Boulevard  
713-939-1400  
(1.5 miles from Menninger)

### **Holiday Inn Express**

12439 Northwest Freeway (Highway 290)  
713-957-8222  
(4.4 miles from Menninger)

### **Hampton Inn**

1333 Katy Freeway  
I-10 West/Energy Corridor 1  
713-935-0022  
Menninger discount offered. Ask for the "Menninger rate."  
(5.8 miles from Menninger)

*Hotels and restaurants continue on next page*

## HOTELS AND RESTAURANTS—CONTINUED

### **Hyatt Summerfield Suites**

15405 Katy Freeway (Energy Corridor)  
281-646-9990  
Menninger discount offered. Ask for the “Menninger rate.” Additional discount available for longer stays. One- and two-bedroom suites with kitchen, some pets allowed with fee, services include grocery shopping and dry cleaning (10.6 miles from Menninger)

### **Towne Place Suites**

15155 Katy Freeway (I-10)  
281-646-0058  
Menninger discount offered. Ask for “Menninger rate.” Suites include microwave and refrigerator. Some pets allowed with nonrefundable cleaning fee.  
(10.88 miles from Menninger)

### **UPSCALE HOTELS**

#### **The Houstonian Hotel, Club and Spa**

111 North Post Oak Lane  
Close to the Galleria Shopping-Business District  
800-231-2759  
(9.33 miles from Menninger)

#### **St. Regis**

Close to the Galleria Shopping-Business District  
1919 Briar Oaks Lane  
713-840-7600  
(10.9 miles from Menninger)

### **RESTAURANTS**

There are many restaurants to choose from in Houston. Following are several options near The Clinic.

#### **Near I-10 and Beltway 8**

Pappadeaux Seafood, Pappacito’s Mexican Cantina, Taste of Texas, Jason’s Deli, Guadalajara Mexican Restaurant, Escalante’s Mexican Grill, Cafe Express, Panera Bread, Perry’s Steakhouse and Grille, California Pizza Kitchen, Chili’s, Starbucks

#### **Near Hollister-Tidwell Exit of Highway 290**

TGI Friday’s, Logan’s Roadhouse, Fuddrucker’s, Pappadeaux Seafood, Pappacito’s Mexican Cantina, Red Lobster, IHOP

## INSURANCE INFORMATION

The Menninger Clinic encourages all patients, families and/or guarantors to directly contact their insurance company to learn about specific benefit coverage and criteria for medical necessity prior to admission.

Insurance companies determine eligibility for inpatient behavioral treatment based on medical necessity. It is imperative that the patient, family and/or guarantor, as well as the Menninger Admissions staff, are aware of the criteria applied by your insurance plan. Establishing medical necessity is a prerequisite for accessing your benefits and authorization of your treatment. Even under stress or time constraints, it is extremely important to make yourself aware of benefit limitations and any other requirements your insurance company may have.

You may consider requesting that your referring clinician attempt preauthorization prior to your admission. Preauthorization with your insurance company before admission is not a process we are able to complete as our physicians are unable to fully assess the patient until completion of the psychiatric evaluation that occurs face-to-face at the time of admission on the Menninger campus.

Within one business day following admission, a Menninger Utilization Review coordinator will contact your primary insurance company's Utilization Review Department to request authorization of the patient's care here. When authorization is confirmed, we will continue to engage in the case review process with your insurance company throughout the patient's stay.

If your insurance company denies care, we will request one expedited physician peer review. The Menninger program's psychiatrist will complete only one expedited physician peer review with your insurance company during the patient's stay.

If your insurance company denies authorization of care after the physician peer review, we will, upon your request, continue to support you through further appeals by sending your completed medical record for a standard appeal after discharge. For results of appeals and status updates, we encourage you to contact your insurance company directly. We are typically not notified of post-discharge appeal results nor do we track or follow the post-discharge appeals process. It is the responsibility of the patient, family and/or guarantor to pursue any subsequent appeals options offered by your insurance company once we have submitted your entire medical record for a standard appeal following discharge.

During the patient's stay, we will review the medical record to ensure the information supporting the need for psychiatric inpatient specialty care is thoroughly documented. This will provide the necessary information for claims and appeals.

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## INSURANCE INFORMATION—CONTINUED

Finally, based on past experience, it is common for authorization and claims reimbursements from insurance companies to be a lengthy process. We are happy to provide the clinical information and documentation required by your insurance company as outlined above. Please call the Utilization Review coordinator for the appropriate program to request assistance.

**Amy**                      **713-275-5403**

- Adolescent Treatment Program
- Compass Program
- Comprehensive Psychiatric Assessment & Stabilization
- Professionals in Crisis Program

**Ron**                      **713-275-5445**

- Compass Program
- Hope Program
- Professionals in Crisis Program



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