



12301 S. Main St.
Houston, Texas 77035
713-275-5400
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MenningerClinic.com

PREADMISSION GUIDE

Preparing for Your Stay



Our Mission

To create a healthy world by excelling
In the art and science of mental health care

Our Vision

To be the *premier* mental health care system

Our Values

Excellence
Teamwork
Hope
Integrity
Caring

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TRANSPORTATION

*Note: It is the patient's/family's responsibility to discuss policies related to the services with the individual cab companies.

VIP Services
Moe Alba
832-573-7222

A&T Taxi Services
John Telfah
877-330-8294
713-294-4755 (local)



DRIVING DIRECTIONS TO MENNINGER FROM AIRPORTS

From Hobby Airport (HOU)

Two routes are suggested. The Sam Houston Tollway, also called Beltway 8, requires cash tolls, but bypasses much of the city. Heavier traffic may be encountered on the I-610 loop, which is the shorter distance to Menninger.

Via Sam Houston Tollway/Beltway 8 (23 miles)

1. Drive southbound Telephone Road to the Sam Houston Tollway/Beltway 8.
2. Go west on Sam Houston Tollway/Beltway 8
3. Turn right onto Highway 90/US-90 Alt E. Continue to follow US 90 Alt E/Main St.
4. Take exit for South Post Oak and stay on Main Street through light
5. The Menninger Clinic/12301 Main St is on the right

Via I-610 Loop (17 miles)

1. Drive East on Hobby Airport Loop
2. Continue onto Broadway Street
3. Turn right onto Bellfort Street
4. Turn left onto Gulf Freeway/I-45 (take ramp onto I-45N)
5. Take exit 40C on the left to merge onto I-610 W
6. Take exit 4B on the left to merge onto S Post Oak Road
7. Turn left onto Main Street
8. The Menninger Clinic/12301 Main St. is on the right



From Bush Intercontinental Airport (IAH) – 43.9 miles

1. Follow airport signs to westbound Sam Houston Tollway, also known as Beltway 8.
Note: Cash toll is required.
2. Continue on Sam Houston Tollway/Beltway 8 and exit onto US 90-E/Main Street (left turn)
3. Take exit for South Post Oak and stay on Main Street through light
4. The Menninger Clinic/12301 Main St. is on the right below the green highway sign for Hiram Clarke Road.

HOTELS AND RESTAURANTS

Many choices exist in Greater Houston for hotels, dining and services related to travelers. Following are a number of hotels located in the nearby Texas Medical Center and Galleria districts.

Economy

LaQuinta Inn & Suites, 1625 West Loop South, Houston, TX 77027
713-355-3440 (9 miles from Menninger)
<http://www.lq.com/lq/properties/propertyProfile.do?propId=963>

Moderate

Sheraton Hotel, 2400 West Loop S, Houston, TX 77027
713-586-2444 (8 miles from Menninger)

Marriott Courtyard Houston Medical Center, 7702 Main Street, Houston, TX 77030
713-668-4500 (5 miles from Menninger) – Ask for medical rate.

Upscale

Hilton Post Oak, 2001 Post Oak Blvd Houston, TX 77056 – Moderate Upscale
713-961-9300 (8 miles from Menninger)
http://www1.hilton.com/en_US/hi/hotel/IAHWSHH-Hilton-Houston-Post-Oak-Texas/index.do

JW Marriot Houston, 5150 Westheimer Road, Houston, TX 77056 – Upscale
713-961-1500 (7.5 miles from Menninger)
<http://www.marriott.com/hotels/travel/houjw-jw-marriott-hotel-houston/>

Houstonian Hotel, 111 North Post Oak Lane, Houston, TX 77024 – Very Upscale
713-680-2626 (7 miles from Menninger)
www.houstonian.com

St. Regis Hotel, (Galleria area) 1919 Briar Oaks Lane, Houston, TX 77027 – Very upscale
713-840-7600 (9 miles from Menninger)
<http://www.starwoodhotels.com/stregis/property/overview/index.html?propertyID=247>

Four Seasons Hotel, (Downtown) 1300 Lamar Street, Houston, TX 77010 – Very upscale
713-650-1300 (15 miles from Menninger)
<http://www.fourseasons.com/houston/>

Nearby Restaurants

Meyerland Plaza (420 Meyerland Plaza) – 4 miles from Menninger

Beck's Prime Rib, Café Express, Chick-Fil-A, Escalante's Mexican Grille, Fadi's Mediterranean Grill, La Madeleine French Bakery and Café, Little Miyako Japanese Restaurant, Saltgrass Steakhouse, Starbucks Coffee

Galleria Area – 7 miles from Menninger

There are more than 100 restaurants to choose from in the Galleria area, including a variety of cuisines, including fine dining options.

PACKING LIST

Things to Bring—Adults

***Note:** We will not continue the use of herbal supplements while at The Clinic.

For adolescents, immunization records and school assignments for first 3 weeks

- 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, no wire-bound notebooks
- Stamps, stationary paper, envelopes and writing utensils
- Copy of Living Will, if one is in effect, or advance directives
- Driver's license, which may be needed as personal identification for appointments off of the Menninger grounds
- 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.
- 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

***Note:** Pack items that do not require belts or drawstrings. For footwear, bring shoes that do not require laces, such as sandals and/or slippers. Athletic shoes with laces are needed to use the gym and fitness equipment and can be checked out for use.

- Appropriate, casual, comfortable clothing, but no low-cut shirts, short shorts or skirts, sheer, clingy or overly tight clothing, tank tops, clothing with drug paraphernalia or terms, or sexually explicit pictures or wording

- Swim suit and trunks (depending on season – one piece suits only for women; trunks without drawstring for men)
- Light and/or warm jackets. Clothes that layer are useful for all seasons.
- Sweat shirts (without drawstrings) or sweaters, as it can be cool on the unit.
- Comfortable walking shoes without laces
- Athletic shoes (required for use of the gym) & athletic clothing suggested (Athletic shoes with laces may be checked out for use in gym since laces are not accepted on the unit.)
- Robe (without belt/sash)
- Slippers
- Pajamas (without drawstrings)

Personal Care Checklist

- Toothbrush (nonelectric) and toothpaste
- Shampoo plus conditioner if desired
- Antiperspirant (non-aerosol)
- Nail clippers and emery board
- Shavers – battery powered or cordless rechargeable
- Facial cleansers
- Specialty soap—Menninger provides hotel type hand soap
- Feminine hygiene products as needed
- Hair care items such as mousse, spray and gels (non-aerosol)
- Lip balms
- Makeup as desired (no glass mirrors)
- Contact lenses (extra pairs) and cleaning supplies

PACKING LIST—CONTINUED

Items Permitted—Adults

- Photos of family, friends and home (without glass in or on the picture frames)
- Wireless earbuds (Units have a supply of wireless headphones available for your use.)
- Small craft or art materials, which may require use under supervision
- Drawing materials
- Playing cards
- Single-serving packages of snack foods
- Beverages in plastic cartons
- Mouthwash without alcohol
- Cell phone – Menninger provides phones for calls made to/from the unit. 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. Staff will obtain the patient's mobile number and provide the patient with Menninger's phone number to ensure communication access while off campus.
- Musical instruments, if brought, will 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
- Only iPod and MP3 models with music download and playback ability (No video recording or photography models are permitted.)
- eReaders, such as Kindle, with existing books and other downloaded materials

Items Restricted—Adults

***Note: Please refer to the age-specific list provided by your admission coordinator.**

To preserve a safe environment for all patients at Menninger, the following items are kept at the Nurses' Station in a secure location. Patients may check out these personal items.

Appliances and Home Goods

- Chargers (staff will charge items in secure location)
- Glass bottles, including makeup, nail polish and perfume, which will be dispensed with staff supervision
- Metal and plastic needles of all types (Knitting, crochet and looming needles will be limited to use in the day room.)

Food and Beverages

- Protein drinks and protein bars (as prescribed by program physician)

Clothing and Accessories

- Athletic shoes with shoelaces for exclusive use in the gym and fitness equipment area

Personal Care Items

- Cuticle trimmers
- Nail clippers
- Dental floss, which will be dispensed in small amount for each use
- Eyelash curlers
- Shavers – battery powered or cordless rechargeable
- Toiletries, including shampoo, body wash and facial wash (If the label indicates "seek medical attention if ingested," these items will be dispensed in single-use amounts with supervision.)
- Tweezers

Miscellaneous

- Musical instruments
- Sports equipment
- Select art supplies based on assessment for safe use

PACKING LIST—CONTINUED

Items *Prohibited*—Adults

Please avoid bringing the following items as they cannot be used by patients on their hospital unit.

Appliances & Home Goods

- Candles, matches, lighters
- Cans—aluminum, aerosol, pressurized cans
- Corded and/or metal heaters and fans
- Corded care items (dryers, shavers, curling irons)
- Electric blankets or throws, personal heating pads
- Extension cords
- Flashlights, light bulbs, other devices with a light
- Glass items
- Hangers
- Luggage straps, musical instrument straps
- Mirrors, both plastic and glass (Menninger provides safe mirrors.)
- Plastic packaging rings from soft drinks, plastic packaging materials, bubble wrap, plastic bags
- Safety pins, metal sewing needles
- Sharpeners for pencils or makeup
- Spiral-bound notebooks
- Pipe cleaners or wire/wired craft supplies
- Tools: hammers, pliers, wrenches, crafting tools
- Glass bottles, including makeup and nail polish (which will be dispensed under supervision)
- Toxic substances, including but not limited to inhalants, modeling glue, hair dye, liquid bleach and hair remover

Clothing and Accessories

- Drawstrings in pants, shorts or swim trunks, belts, scarves, hats with strings, sashes, ties, suspenders, hair ribbons or ties
- Shoes with shoelaces (exceptions are athletic shoes to check out when using the Menninger gym and fitness equipment)
- Survival necklaces and bracelets
- Tank tops

Electronics

- Recording devices for photos, voice, music or video
- Any headphone or earbuds with wires (wireless earbuds or large wireless headphones permitted)
- Laptops, iPads, DVD players, personal gaming systems, Smart watches (Personal cell phones will be kept in the Menninger vault. Menninger provides cell phones.)
- Chargers with cords

Food and Beverages

- Energy drinks, body-building powders
- Any beverage or food in a glass or metal container

Personal Care Items

- Nail polish remover containing acetone
- Mesh bath scrubby or any loofah
- Metal nail files
- Dental picks
- Mouthwash containing alcohol
- Laundry detergent, fabric softener or stain remover (Menninger provides powdered detergent.)

Other

- Alcohol, illicit drugs or drug paraphernalia
- Guns or weapons of any kind
- Tobacco, smokeless tobacco, vapors, e-cigarettes, pipe cleaners
- Toxic substances such as inhalants, modeling glue, hair dye, liquid bleach, hair remover

PACKING LIST—CONTINUED

***Note: Pack clothing that does not require belts or drawstrings. For footwear, bring shoes that do not require laces, such as sandals and/or slippers. Athletic shoes with laces are needed to use the gym and fitness equipment and can be checked out for use.**

Items Restricted—Adolescents

***Note: Please refer to the age-specific list provided by your admission coordinator.**

To preserve a safe environment for all patients at Menninger, the following items are kept at the Nurses' Station in a secure location. Patients may check out these personal items.

Appliances and Home Goods

- Chargers (staff will charge items in secure location)
- Glass bottles, including makeup and nail polish, which will be dispensed under supervision
- Pens, pencils, erasers (Unit provides these items.)

Clothing and Accessories

- Earrings (Staff will secure your earrings; you may change out earrings as desired.)
- Body jewelry (Please choose body jewelry that you will wear throughout the duration of your stay. Any extras will be sent home with your family/guardian.)
- Makeup (You may bring one small bag with makeup that you will check out to use when needed.)
- Athletic shoes with shoelaces (Only allowed in gym under supervision.)

Personal Care Items

- Cuticle trimmers and nail clippers
- Dental floss, which will be dispensed in small amount for each use
- Eyelash curlers
- Scissors
- Shavers – battery powered or cordless rechargeable
- Toiletries, including shampoo, body wash and

facial wash (If the label indicates “seek medical attention if ingested,” these items will be dispensed in single-use amounts with supervision.)

- Tweezers

Miscellaneous

- Musical instruments
- Sports equipment
- Select art supplies based on assessment for safe use

Items Prohibited—Adolescents

Please avoid bringing the following items as they cannot be used by patients on their hospital unit.

Appliances & Home Goods

- Cans—aluminum, aerosol, pressurized cans
- Candles, matches, lighters
- Corded and/or metal heaters and fans
- Corded care items (hair dryers, shavers, etc.)
- Electric blankets or throws, personal heating pads
- Extension cords
- Flashlights, light bulbs, other devices with a light
- Glass items
- Hangers, metal and wire
- Luggage straps, musical instrument straps
- Mirrors, both plastic and glass (Menninger provides safe mirrors.)
- Pencil sharpeners, makeup sharpeners
- Pipe cleaners
- Plastic packaging rings from soft drinks, plastic packaging materials, bubble wrap, plastic bags
- Safety pins, metal sewing needles
- Spiral-bound notebooks, staples, paper clips, mechanical pencils, “clicky” pens
- Tools: hammers, pliers, wrenches, crafting tools

Clothing and Accessories

- Drawstrings in pants, shorts or swim trunks, belts, scarves, hats with strings, shoelaces, sashes, ties, suspenders, hair ribbons or ties
- Shoes with shoelaces (Exceptions are athletic shoes to check out when using the Menninger gym and fitness equipment with supervision.)
- Survival necklaces and bracelets
- Tank tops

Electronics

- Recording devices for photos, voice, music or video
- Any headphone or earbuds with wires (wireless earbuds or large wireless headphones permitted)
- Laptops, iPads, DVD players, personal gaming systems, Smart watches (Personal cell phones will be kept in the Menninger vault. Menninger provides cell phones.)
- CDs
- Chargers with cord

Food and Beverages

- Energy drinks, body-building powders, protein drinks and protein bars
- Any beverage or food in a glass or metal container

Miscellaneous

- Alcohol, illicit drugs, drug paraphernalia
- Guns or weapons of any kind
- Tobacco, smokeless tobacco, pipe cleaners, cigarettes, vapors, e-cigarettes
- Toxic substances including but not limited to inhalants, model glue, hair dye, liquid bleach, hair remover (cream and gel)
- Craft supplies with wires
- Glass bottles or vases

BRIEF INFORMATION OR FAMILIES

New Family Orientation

Jump-start your family therapy by participating in [Family Orientation](#). Social workers present the overview about Menninger, treatment and how to support your family member weekly on Tuesdays from 2 to 4 pm in the Commons. No RSVP is needed.

- Learn about the value of team treatment and how it contributes to patient-centered care.
- Explore the evidence-based practices we use.
- Discover how treatment progresses from admission to aftercare.
- Understand what appropriate family support and involvement entails.
- Gain perspective and reassurance from peers.
- Receive answers to your questions about the treatment and recovery process.

Visitation Hours

- There are daily visitation hours with no waiting periods. Specific hours of visitation vary on each program.
- Visitation should not interfere with the assessment or therapy appointment schedule and may be reviewed on a case by case basis with your social worker.

Family Education Day

The interactive presentations are designed to assist families in supporting the healing and recovery process through strengthening understanding of Menninger treatment processes and meeting other families to share experiences.

[Family Education Day](#) takes place approximately every eight weeks and may be attended during or after the family member's stay at Menninger.

[Register online.](#)

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 and explain your [rights](#).
- You will meet with 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 program representative will notify your referring professional.

Should my family accompany me at the time of admission?

If you are an adult, it is not required by law, 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 or guardian 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.

FREQUENTLY ASKED QUESTIONS—CONTINUED

Once the family member returns home, the treatment team's social worker provides ongoing communication. The social worker 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.

Individuals in the Houston area may be eligible for [financial assistance](#), according to our policy.

Does Menninger have cashier services?

Yes. Our guidelines are as follows:

- Hours: 9:30 to 10:30 am and 1:30 to 2:30 pm 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.

Are your programs designed for a specific number of days?

Menninger offers flexibility in lengths of stay

depending on severity of symptoms, the patient's safety, the 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 to help ensure recovery and post-discharge health and success. 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 estimated stays* by program are:

- Adolescent Treatment Program: 2-4 weeks
- Compass Young Adult Program: 6-8 weeks
- Comprehensive Psychiatric Assessment Service: 3 weeks for assessment and 7-10 days for stabilization
- Hope Adult Program: 6 weeks
- Program for Professionals: 5-7 weeks

* Length of stay will vary according to your individual clinical needs. Menninger also offers a range of treatment services that vary in intensity and cost to support the continuity of your care.

Do patients have time for recreation while in treatment?

After daily groups and meetings, nursing staff and recreation therapists 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 recreation, therapeutic and leisure activities are planned for the program's patient community.

How will my referring clinician be updated about my treatment?

At admission you may sign the release of information form authorizing Menninger to
(continued on next page)

provide updates to your treater. When you provide this legal permission, a member of your treatment team 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.