Frequently Asked Questions
(And answers)
For Residential Programs

General:

1. What kind of updates should I expect from staff?

Updates and involvement will be in keeping with the wishes of the patient. It is PHMA’s recommendation that families be involved to the fullest extent possible; including attendance in person or telephonically at family meetings to plan for discharge.

Caregivers, spouses and partners should feel free to call our Clinical Care Manager, Arlene Krohmal, at 703-879-4790 if more information or contact is desired.

2. How do I know how long my loved one will be at PHMA?

Length of stay in the program is flexible based on individual needs and progress in the program. During the initial assessment the clinician will make a recommendation for length of stay based on information gathered during the assessment process. As patients progress in the program the need for the residential level of care will be evaluated on an ongoing basis and the recommendation may be revised. Generally, insurance companies authorize a few days at a time when they receive clinical updates from program staff and based on their medical necessity criteria. What an insurance company will authorize based on their criteria for medical necessity is not always consistent with what the PHMA treatment team determines is clinically necessary. In such cases this will be discussed with the patient and family to determine if other funding is available so that the patient may remain in the program through the recommended length of stay. The patient and family will be informed regarding progress and recommendations for continued care.

3. Will I get enough notice that my insurance will not be extended so I can arrange for alternative funding or transition/pick up?

PHMA will give the family as much notice as possible. Insurance companies tend to give preliminary notice that the time they will approve is winding down. From time to time, our utilization staff is surprised by a cessation of benefits and alternative funding or discharge arrangements will need to be made in a rapid fashion.

4. Will you notify me if my adult child, spouse, partner leaves the program unexpectedly?

PHMA staff will notify caregivers, spouses and partners as soon as possible if the patient leaves the program unexpectedly and if there is a signed emergency release of information form. Depending upon the circumstances, you may be notified after mandated notifications are completed.
5. Who should I call if I have questions or concerns?

You may call our Clinical Care Manager, Arlene Krohmal, at 703-879-4790 if you have questions about the program or if you have any concerns.

What should be packed?

6. How much money should be brought to the program and for what is money needed?

Patients should not come with large sums of cash. No more than $20 at any one time is allowed.

7. Can a musical instrument be brought and played?

Acoustic instruments are welcome and can be used during approved times. PHMA cannot guarantee the security of your instrument.

8. Are tablets, cell phones, kindles, shuffles and other electronic devices allowed?

Residential patients are not allowed to carry cell phones. If a cell phone is brought into the program, it will be locked up and can be accessed with staff supervision for paying bills and retrieving phone numbers.

Demeter House (the women’s program) allows music listening devices that are not web enabled. Examples would be CD players, AM/FM radios, shuffles.

PHMA (the men’s program) does not allow any electronic devices unless there is a doctor’s order. It is suggested that you copy down critical contact information that may be in an electronic format before you enter the program.

9. What personal items should be packed?

PHMA will supply linens and towels. Basic personal hygiene products such as soap, shampoo and sanitary products are available if the patient has forgotten them. If the patient prefers his/her own linens those items may be brought to the program.

Products with alcohol such as mouthwash, hand sanitizer, cough syrup, perfume, and aftershave cannot be brought into the program, nor can aerosols.

If the patient takes vitamins they can only be brought in unopened, original packaging.

Prescribed medications should be brought in the original bottles (no day-of-the-week strips).

10. Are there standards of dress? What is inappropriate dress? Will good clothes be needed?

Patients should dress in clean, comfortable clothes. Clothing that is revealing or has explicit or violent images or language or has drug or alcohol depictions cannot be worn. Patients should bring clothing and footwear suitable to the season as well as suitable for exercise.
11. How much clothing should be packed?

One to two weeks of clothing is sufficient. Free access to washers, dryers and detergent is available at program locations.

12. Can the patient bring cigarettes, snacks, drinks (or can their loved ones bring them)?

Patients can bring cigarettes. Cigars (including black and mild), smokeless tobacco, vapes, or Juuls are NOT allowed.

**Men’s Program Snack Policy:** Hard candies are allowed as some patients have a dry mouth due to medications. Patients need a healthy diet to heal from the impact of substance use on the brain and body and should not load up on snacks. Bringing your loved one’s unhealthy snacks is discouraged.

**Women’s Program Snack Policy.**

Only hard candies such as Jolly Ranchers (7oz hard candy bag only), and mints are allowed in the Demeter (women’s) Program.

13. Will the patient have the opportunity to shop for cigarettes, snacks, personal care items?

There will be opportunities for patients to purchase cigarettes and/or personal care items.

**Visitation:**

14. What is the visitation schedule? See last page.

15. Can I bring young children to visitation? Friends? Extended family?

No more than four visitors per patient. While younger siblings and children are welcome, please use your best judgment regarding the lack of recreational accommodations and the mature subject matter that may be discussed. Please confirm whether the patient wants visitors before coming. Any visitor who appears to be impaired by drugs or alcohol will be asked to leave.

16. Can I bring food to visitation and have a meal with my loved one?

**PHMA:** No meals can be brought to visitation.
**Demeter House:** Healthy snacks can be brought to eat at visitation. See last page.

17. Can we go off-site for our visit?

Visits, including those on holidays, must take place at the designated visitation site. No offsite visits are allowed.
18. Can I do something special for birthdays, anniversaries and holidays?

Birthdays, anniversaries and holidays are celebrated with caregiver, spouse or partner at the designated visitation site during the normal visitation day and time. The family may contact staff to arrange for a special treat to be shared with the entire program for a patient milestone.

Phone/Internet/mail contact:

19. Will change or a calling card be needed for the phone?

Change and calling cards are not needed.

20. What is the best time to call my loved one?

Patients are heavily scheduled throughout the day and have limited phone access. Encourage the patient to call you as this may be the best way to connect.

21. Under what circumstances will my loved one have access to email and the internet?

With staff approval, adults are allowed limited internet access for job searches, housing searches and to pay online bills. Use of social media is not permitted.

22. Should I send stamps and stationery?

Upon request, patients are provided stationery and two stamps each week. You may provide additional stamps or stationery if you wish.

23. Where do I send letters?

**Demeter House** (the Women’s program)
Send mail to
[Patient Name]  
c/o PHMA Mid Atlantic  
200 N. Glebe Rd. Suite 104  
Arlington, VA 22203

**PHMA** (the Men’s Program)
Send mail to
[Patient Name]  
c/o PHMA Mid Atlantic  
521 N. Quincy St.  
Arlington, VA 22203.
Addiction Education for Caregivers, Spouses and Partners:

24. What opportunities exist for caregivers, spouses and partners to learn more about addiction, treatment and recovery?

PHMA offers a Concerned Persons instructional meeting every Wednesday evening from 6:00 pm to 7:00 pm at the PHMA Counseling Center, 46 S. Glebe Rd., Third Floor. This meeting can be attended online if the family lives more than an hour away or has child care challenges. Topics include: Addiction as a Brain Disease, Stages of Recovery, Co-occurring disorders, Relapse Prevention, Healthy Families, Reversing an Overdose, and Using Supports.

Health Care and Fitness:

25. What do I do if my loved one needs to see a special doctor?

If there is an urgent medical need requiring a specialist, families can work with staff to arrange for the patient to visit the specialist. Non-urgent medical appointments should be postponed until residential treatment is completed. PHMA medical personnel must approve any off-site medical visits in advance, except for emergencies requiring a call to 911.

26. How do prescriptions get paid for?

**PHMA does not pay for prescriptions and prescriptions are not included in the per diem paid by self-pay patients.** Upon admission, patients should bring all active prescribed medications in the original containers to the program. PHMA will collect a co-pay fee at admission to apply toward any future prescription co-pays. This fee will be refunded if not used once all insurance invoicing settles. PHMA staff will fill prescriptions as needed using the patient’s payment information. Copies of the patient’s picture ID, insurance card and prescription card will be uploaded to the patient’s electronic record. It is very important to bring these cards to the initial assessment.

27. Is there an exercise program?

Patients have weekday access to our wellness center and fitness specialist.

28. Can sports equipment be brought?

Sporting equipment cannot be brought to the program.

29. Do you have food for people with special medical diets (diabetes, high blood pressure) religious or lifestyle preferences?

We will accommodate special needs diets for diabetes, high blood pressure, high cholesterol, bariatric surgery, etc. Please consult with our program staff upon arrival to ensure that they are fully informed regarding your needs. PHMA will strive to accommodate patients who are vegetarian, vegan, or adhere to dietary laws. We encourage patients with these needs to discuss them with admissions staff during the assessment process.
Religious practices:

30. Do you make dietary accommodations for our religion (kosher, halal)?

PHMA will strive to accommodate patients who adhere to dietary laws. We encourage patients with these needs to discuss them with admissions staff during the assessment process.

31. Can my loved one go to worship services?

Patients cannot go to worship services in the community. Patients may pray on their Sabbath and at prescribed times in accordance with their faith traditions.

32. Can our religious adviser see the patient privately?

With prior staff approval, spiritual advisors may visit patients at the program and see them privately.
Residential Program Visitation

Demeter House (Women’s Program)

Visitation is held on Saturdays

At Langston Brown Community Center
2121 N. Culpeper Street Arlington, VA 22207
703-228-5210.

Families should arrive between 1:00p.m. and 1:15p.m. so that staff can collect items/monies families have brought for the patient. Please see list below of approved food for visitation. No food or beverage will be permitted to return to facility. Patients will arrive at visitation at 1:30pm and will leave at 3:00pm. Any families arriving after 1:30pm need to report to the staff first.

- **No Cameras**- Sorry, it is a confidentiality concern
- **No cell phones**-Please leave all cell phones in the car.
- All patients must remain in staff sight unless prior approval from Director.
- Only hard candies such Jolly Ranchers (7oz hard candy bag only), and mints can return to Demeter House. **NO GUM.**
- Healthy snacks can be brought to and consumed at visitation.

Approved Food List
- Fruits and vegetables (apples, celery, carrots etc.)
- Cheese and crackers
- Tortilla chips and salsa
- Unopened decaffeinated soda (no fountain sodas)
- Chipotle
- Subway

PHMA (Men’s Program)
521 N. Quincy Street
Arlington, VA 22203
Up to four guests
Sunday from 12:50pm to 2:50pm in the Dining Room

Revised 7/10/19