Required for Admission:

- Prior to your admission, an email will be sent to your inbox regarding registration into our Patient Portal, My Recovery Compass. Please follow the link and instructions in the email to register.
- Please be sure to arrive on campus at least 15 minutes prior to your appointment time.
- Patient’s must provide one valid identification.
  - If a valid ID is not provided on admission, patients have 72 hours from admission to provide the ID in order to continue participation in the program.
    - Valid forms of ID include:
      - Driver’s License or State Identification from any U.S. state or territory; a State Government Issued Certificate of Birth, a U.S. Active Duty/Retiree/Reservist Military ID Card or a Passport from any country
      - If a Social Security Card, a Certificate of Citizenship, or a Certificate of Naturalization is provided, a secondary form of identification will be required
- Bring your insurance card(s), your prescription insurance card(s) (if separate) and a credit card for pharmacy charges.
- If on probation or parole out of state: please bring a copy of your travel permit and/or interstate compact.
- Bring your cell phone. It will be used during registration and then stored in your luggage while you are in residential or day treatment unit. You will have access to land line phones. If you will be making long distance or international calls, please bring a calling card. Local calls are at no charge.

Medication:

- Please bring a 30-90 day supply of all prescription medication(s) in the current prescription bottle(s) with the exception of any mood altering or controlled substances. Any mood altering or controlled substances are not allowed upon admission, including prescriptions. If they are brought in, they will be destroyed. This would include medications for ADHD (Adderall, Vyvanse, etc.)
- We allow only provider prescribed vitamins and/or supplements. If prescribed by a provider, they must be in an unopened, sealed bottle, or in an original prescription bottle. Open bottles will be destroyed upon admission. If not in a prescription bottle, you must have written proof that the supplement/vitamin was prescribed by a provider.
- Do not bring herbal remedies, muscle-building supplements or energy drinks.
- Any products containing CBD or its derivatives will be confiscated and destroyed.
• Please do not bring any medication, pills or supplements in baggies or medication holders with loose medication or mixed in a single bottle. Do not bring in expired medication. If they are brought in, they will be destroyed.

• Our medical provider will determine which prescription medication(s), over-the-counter medication(s), vitamin(s), and/or supplement(s) will be continued upon admission. Medication(s) related to detox only are included in detox rates. For all other medication(s), patients are responsible for obtaining any necessary refills or new medications prescribed during treatment. We have a local retail pharmacy which can accommodate this need or work with your home pharmacy to transfer prescriptions if needed. Patients are responsible for prescription payment directly to the retail pharmacy, via credit card.

• If diabetic, have a chronic viral illness, or any specialty medical conditions/medications, including injectable medications, please bring in a month’s worth of equipment and supplies. If additional supplies are needed after admission and the local pharmacy cannot provide them, we will ask you have them shipped from home. Bring your insurance card(s), your prescription insurance card(s) (if separate) and a credit card for pharmacy charges.

What to bring:

• Prior to your admission, an email will be sent to your inbox regarding registration into our Patient Portal, My Recovery Compass. Please follow the link and instructions in the email to register.

• Please bring casual clothing (about a 5-7 days’ supply) and tennis shoes to wear. Please also bring exercise clothes if you plan to use our exercise facilities and outdoor apparel when weather permits.

• Please bring toiletry items. Avoid toiletry items with alcohol in them.

• Hazelden’s dress code prohibits wearing any halter tops, tube tops, spaghetti straps, or tops that reveal the midriff or cleavage, and requires that shorts be mid-thigh in length.

• As a guideline, we recommend a weekly amount of $15-$25 of personal spending money. Money can be given to a patient at time of admission by family of loved one, during weekly visiting, via the mail, or while attending the Family Program. We discourage large sums of money to be brought or mailed.

• Check, debit, and credit cards are permitted, but not encouraged. If you do choose to bring your card into treatment, HBFF will not be held responsible for lost or stolen, cards, unauthorized use, or any possible overdraft fees that may be incurred while at HBFF. These cards are for personal use only and should not be used to buy things for others.

• Please bring your alarm clock and cell phone. Cell phones will only be used during registration and then stored with your luggage for the duration of your stay on the residential and day treatment unit and returned upon discharge.
- You are welcome to bring your own pillow but we ask that no additional bedding or linens be packed, as these are provided by Hazelden.
- You may bring personal literature to read along with paper, pens, and pencils for note taking.
- We recommend purchasing a virtual calling card prior to admission if you will be making long-distance phone calls. Local calls are at no charge. See Virtual Calling Phone Card area.
- If you are employed & planning to use FMLA and/or Short-Term Disability while in treatment, please contact your HR department prior to admission to obtain the proper documents required by your employer. Please bring these forms with you at the time of admission, so we can best assist you in utilizing these important benefits. We will need a specific contact person and mailing address in order to create a release of information to send out this paperwork.

What not to bring:

- We are a nicotine free campus. E-cigarettes and vape devices are now considered hazardous waste and will be disposed of on admission along with any other tobacco based products. If brought, they will be destroyed. You may request nicotine cessation products from our nursing staff upon admission.
- Please do not bring any alcohol-based items onto campus. This includes hairspray, aerosol-based products, cologne, essential oils, aftershave, facial astringent, nail polish remover or mouthwash. If brought, they will be retrieved and stored in a locked location, and may be returned at discharge.
- Please do not bring any products containing CBD.
- Please do not bring any of the following items: sporting/exercise equipment, musical instruments, Television, iron, pornography, expensive jewelry, heating pads, electric blankets, computers, pagers, cameras, or any iPod/e-Reader/tablet. If brought, your cell phone will be stored within a locked location for the duration of your stay at Hazelden, and will be returned at the time of your discharge.
- Weapons nor ammunition. Ammunition will be confiscated and destroyed.
- Because of the private and confidential nature of our work in alcohol and drug treatment, we are unable to allow wearable technology at this time. This includes smart watches, fit bits, and any Google Glass/Tech Wearables.
If arriving via airplane:

- **If flying into MSP International airport:**
  - Hazelden transportation will pick you up at Baggage Claim Carousel 10 of Terminal 1. If flying into Terminal 2 (airlines Iceland air, Air Tran, Southwest and Sun Country), our driver will meet you at the terminal.
- **If flying into a regional airport/private charter,** Hazelden transportation will meet you at the gate.
- Other services that will pick up at the airport are: Suburban/Green & White Taxi 651-222-2222, Blue & White Taxi 651-333-3333, 10/10 Taxi 952-936-0010, Airport Taxi 651-888-8000, Elite Transportation & Limo 612-209-8888, Lee’s Limo 651-462-5466. If driving, please follow the signs for admissions.
- You may park your vehicle on campus. It is subject to be searched prior to use and anytime thereafter.

If arriving via automobile:

- When you arrive on campus, please follow the signs for admissions and park in one of the designated parking spots for patients and families.
- Once parked, enter through the main entrance and feel free to bring your luggage in with you. Please notify our front receptionist of your arrival.

Upon admission:

- You will complete admissions paperwork, including a privacy practice notice discussing your rights as a patient receiving alcohol and drug treatment services. You will also receive a drug screen at this time.
- Medical staff will assess you for detox upon admission. Once medically stable, you will transfer to the treatment unit.
- Upon admission to Hazelden, if you are diagnosed with an Opiate Use Disorder, our medical staff will prescribe a Narcan Kit for you through your pharmacy benefits. You may be required to cover some portion of the cost, based on your pharmacy benefits. Narcan is a medication that can acutely reverse the effects of taking too large a dose of an opiate and has been shown to save lives. You will be given your Narcan kit upon your discharge from our facility.
- You will spend the first night on our medical unit for observation. If you require additional medical care, you may stay on the medical unit until cleared by our medical doctor to transfer to the treatment unit.
• Hazelden is a training institution. Health care professionals, medical students, medical residents, Fellows and other professionals may be observing and/or participating in the care and treatment patients receive while at Hazelden.
• You will be required to submit to a search of luggage and personal items.
• Hazelden makes every effort to provide you with high quality care; however, there are situations in which we may not be able to meet your needs in this setting. If necessary, we will provide you an appropriate referral or transfer.
• Hazelden is able to accommodate requests for vegetarian diets; however, we are unable to accommodate for a true Vegan diet at this time.
• Hazelden in Plymouth has specific expectations which are required to be met as a condition of your treatment stay, including no alcohol/drug use, no violence, whether verbal or physical towards peers or staff, or any sexual relations at any time. If not followed, you will be discharged immediately.

Family/Visitor Information:

• Due to COVID-19, Hazelden Betty Ford is not allowing any visitors to any of our campuses. Currently only phone calls are allowed. Visiting hours will be restored once it is safe to do so.
• Visiting hours are Sundays 2:30pm-4:30pm or Wednesdays 7:00pm-8:00pm if unable to attend on Sunday. Only immediate family members are allowed to visit. We do not allow significant others or friends to visit. Visitors must provide a valid form of ID for verification. Pets are not allowed on campus including designated visiting hours.
• Two parents/caregivers and all siblings are included in the Family Program with the cost of treatment services. After admission, Family Program staff will contact parents to discuss the Family Program which runs Sunday-Wednesday.
• Gift cards are available for purchase at Passages Bookstore. Any amount can be added to these gift cards, however, there is no refund if the balance is not used. Contact Passages at 651-213-4090 between the hours of 12pm-5pm central time for any questions.
• You may also receive cards, letters and care packages while in treatment. Mail should be sent to 11505 36th Ave. N. Plymouth, MN 55441 and attention to the specific individual receiving the mail.
Virtual Phone Card:

A Virtual phone card may be purchased online – offering quick access to long distance calling options. Once purchased online, the user will receive an access number and pin number. There are many carriers that sell virtual phone cards. One example is ATT. To purchase an ATT virtual card:

Go To: [https://www.virtualprepaidminutes.com/](https://www.virtualprepaidminutes.com/)
- Make your selection on the card types: number of minutes vary.
- Review the Terms of Agreement to ensure the phone card is appropriate (it is a good idea to ensure the card is not set up for cell phone use as that will not work with HBFF system)
- Purchase on website using a credit card

Once you check out you will receive an email with your Access number and Pin number. These two numbers are all you need to place long distance phone calls.

These cards are rechargeable by using the same website to add on minutes.

*HBFF is able to provide a completion for treatment letter, however, fit for duty assessments must be completed by your primary provider. *

COVID19

- As part of Hazelden Betty Ford’s commitment to keeping you and others safe and healthy while in our care, we currently require COVID-19 testing for all incoming patients as part of our admission process. That helps keep our campus safe so you can focus on your treatment and recovery. When you arrive, we’ll check for symptoms of COVID-19, such as fever, a new cough or difficulty breathing. If our screeners determine you have symptoms, you won’t be able to begin treatment at that time, and we'll connect with you once you are off campus to determine next steps. If you are symptom-free, a nurse will spend a few seconds getting a nasal swab, which will be tested on site to determine if the coronavirus is present. We do that test because the virus can still be present even in the absence of symptoms. The results of your test will typically take 20-30 min to get back, we ask that you stay in your car until they are back. If your test comes back negative, you will receive a call and you will be cleared to admit to the program. If it’s positive, you will receive a call and you will not be able to admit. Our Patient Placement Counselors will reach out with other options during the quarantine period.
• Once you are admitted, our infection control and prevention plans define that HBFF will discharge patients who develop fever or symptoms of COVID-19, because of this all new patients need to make provisions for one of the following prior to admission: 1. A local resource who will be immediately available to pick up the patient from our site 2. A specific plan for how to get home that is not reliant on public transportation. This will be discussed with one of our counselors.

• Anyone that will be on any of our campuses will also be required to wear a face mask provided by HBFF. Patients will only be able to take them off to sleep, eat/drink, and bathe. This is a CDC recommendation that we are following as an organization and as one of the many tactics that we are employing for your safety and the safety of our staff during this time of COVID-19. (other precautions are: social distancing by limiting gatherings around meal times and lectures; handwashing; wiping down common areas several times a day, daily temperatures and having a discharge plan in place pre-entry, just to name a few). Masks are changed out daily or weekly depending on the type of mask. Masks will also be replaced if they get wet/solid during the day.

• We will also be doing temperature checks daily.

• PHP/Day Treatment: Patients will receive services face to face only and have to live on campus.

• Visiting: phone calls are only allowed at this time.