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.
- 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.
- Bring your cell phone. It will be used during registration. If you require detox upon admission, you will not be able to have your electronic device(s) until you are transferred to the High Intensity Outpatient program. Cell phones, computers and/or tablets are allowed while in High Intensity Outpatient services but are not on the BFC campus. Devices must be turned off during treatment groups.
- 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. We do that test because the virus can still be present even in the absence of symptoms.
- Nasal swabs are collected and processed on-site through rapid testing; you will be notified of your results within 20-60 minutes and will be asked to wait in your car until the results are available. If your test comes back negative, you’ll be cleared to proceed with admission. If it’s positive, we’ll need to look at some other options, including enrolling in our virtual services until you are safe to return to housing.
- You will be re-tested at day four after admission and re-tested if you move between HBFF living environments (for example from Residential to Daisy Lane Recovery Housing). This is because the virus can sometimes take a few days to be detectable and we want to do what we can for safety when entering a new HBFF living environment.

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.
• 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.

• Any products containing CBD or its derivatives will be confiscated and destroyed.

• Do not bring herbal remedies, muscle-building supplements or energy drinks.

• 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 to 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, fax a copy of your History & Physical completed in the past 12 months.

• Casual clothing (about a 5-7 days’ supply) along with exercise clothes (laundry items such as detergent, towels and linens are provided). Dress code is casual and comfortable, but should not be revealing or provocative. No clothing or items should reference drugs, alcohol, or anything potentially offensive to someone.

• Avoid toiletry items with alcohol in them. You may bring items such as non-aerosol hair spray, alcohol free mouth wash, body lotion, and sunscreen.

• Please bring your own unopened cigarettes and chewing tobacco. Please bring enough tobacco products to last you for the duration of your treatment stay as we do not sell these items.

• We recommend bringing between $150-200 of personal money (in small bills). We are unable to cash any checks. We are not responsible for lost or stolen items.

• You will need to bring a device to engage in services virtually, such as a laptop or iPad for work assignments. Internet access is available. *Personal devices are not allowed in Detox or Residential LOC

• Please bring your alarm clock (no clock radios).

• Patients with recent PPD skin test results or chest x-rays testing for tuberculosis (TB) are advised to bring a copy with them to avoid a retest. California law requires all patients be screened for TB exposure.
• You may bring personal literature to read along with paper, pens, and pencils for note taking
• If you have an advanced directive, please bring a copy of it.
• *If on probation or parole out of state*: please bring a copy of your travel permit and/or interstate compact.
• Please contact your HR department to obtain required documentation if you are planning to use FMLA and/or Short-Term Disability.

**What NOT to Bring:**

• Sporting/exercise equipment, television, iron, pornography, expensive jewelry, heating pads, electric blankets, butane fuel lighters and any electronics other than cell phone, computer or tablet.
• E-cigarettes and vape devices are now considered hazardous waste and will be disposed of on admission.
• Weapons nor ammunition. Ammunition will be confiscated and destroyed.
• Perfume/cologne, essential oils, aftershave, hair color, nail polish remover, nail glue and aerosol containers.
• *Nicotine cessation products, cigars, loose rolling tobacco/pipe tobacco or clove products*. *If brought, they will be destroyed*. Butane fuel lighters and cigarette rolling machines are not allowed.
• Energy bars/drinks, protein powders/bars, candy, and vitamin drinks.
• Items that hold great personal attachment.

**Travel Information:**

• *Please be sure to arrive on campus at least 15 minutes prior to your appointment time.*
• If flying, Betty Ford Center does not offer transportation services. We recommend flying into Palm Springs and contacting Emerald Transportation Service at 760-772-4888 or Desert Cities Cab at 760-328-2227, as these companies offer BFC reduced rates upon request. Arrangements need to be made in advance to ensure availability.
• If driving, please follow the signs for admissions and park in one of the designated parking spots for patients and families.
• You may leave your vehicle on campus. It is subject to be searched prior to use and anytime thereafter.

**Upon Admission:**

• Treatment units are scent free. Campus and Recovery Housing is alcohol and drug free.
• 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.
• You will be required to submit to a search of luggage and personal items.
• If you require detox upon admission, you will remain on the medical unit until cleared by our medical doctor to transfer to the High Intensity Outpatient program. This is separate from the High Intensity Outpatient services and charged separately.
• *Smoking is allowed in designated areas only.* You may request nicotine cessation products from our nursing staff.
• If you are diagnosed with an Opioid 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. You will be given your Narcan kit upon your discharge from our facility.

• You will receive three meals delivered daily to your housing. We are able to accommodate requests for vegetarian diets; however, we are unable to accommodate for a true Vegan diet at this time. You are allowed to order and have delivered your own groceries at your own expense. Houses are equipped with a full kitchen for shared use with other patients.

• Betty Ford Center 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 the Betty Ford Center.

• Plan to attend all treatment activities on the scheduled days/times.

• We offer transportation between the High Intensity Outpatient housing and the main campus only when required, such as lab work. If you have driven yourself to treatment, you can keep your car at High Intensity Outpatient housing but will not be allowed use of it due to shelter-in-place. A valid driver’s license, copy of current insurance card(s) and current registration is still required.

• Betty Ford Center 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.

Family/Visitor Information:

• The best way to leave non-emergency messages for patients is via personal email or cell phone. Responding to emails can be done using provided computers in Recovery Housing community house.

• Due to COVID-19 Family Program is offered virtually at no cost. See our website:
  o https://www.hazeldenbettyford.org/treatment/family-children/family-program

• Children ages 7-12 may participate in the Children’s Program. Due to COVID-19, this program is offered virtually.
  o https://www.hazeldenbettyford.org/treatment/family-children/childrens-program

☐ Family members may send mail to the patient. Our address is PO BOX 1560, Rancho Mirage, CA 92270. Letters must be addressed to Betty Ford Center including the patient’s legal name, otherwise letters will be returned to sender. Mail received after discharge will be returned to sender.
*HBFF is able to provide a letter of attendance, however, fit for duty assessments must be completed by your primary provider.

Due to the current COVID-19 outbreak and subsequent regulations by Riverside County and the State of California, Stay-at-Home Guidelines have been put into effect:

- Any patients in our Recovery Housing on Daisy Lane are currently following the stay-at-home guidelines as indicated by the state of California and Riverside County, to reduce patients’ exposure to and transmission of COVID-19. In accordance with these guidelines and further precautions, off campus appointments are for essential tasks only as approved by staff. This process will be posted on Daisy Lane. Patients are required to wear masks at all times including when with others patients and staff in housing and when doing essential tasks.

- **Essential tasks include:**
  - Medical or behavioral health appointments that are recommended by HBFF and that cannot be facilitated virtually or by phone.
  - Picking up medication at pharmacies if unable to be completed through our pharmacy partner.
  - Legal appearances that cannot be rescheduled or facilitated virtually or by phone.
  - Limited other outings as expressly approved by staff.

- In order to reduce potential exposure and transmission to patients, friends and family members are not able to transport patients for essential tasks. This also means that while in Recovery Housing on Daisy Lane patients are currently not able to leave for weekend passes with friends and/or family members.

- 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 (surgical or N95 – use of N95 may be required based on local area positivity rates). 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). We will also be doing temperature checks daily.*