PALMETTO
ADDICTION RECOVERY CENTER

For admissions and questions

T (318) 728-2970 | F (318) 728-2272
admissions@palmettocenter.com | PalmettoCenter.com
86 Palmetto Road, Rayville, Louisiana 71269

Patient and Family Information

What to know before admission

Admission

First contact staff at **(318) 728-2970** to make financial and insurance arrangements and agree on a time of arrival and check-in. Please call if you are unable to make your scheduled appointment time.

What to Pack

Please use **Items to Bring on page 3**. It is the complete list of what to pack and what to leave at home.

Medication

- **Bring all prescription medications** the patient is taking now, including psychiatric and antidepressant medication.
- **Narcotic and controlled substance prescriptions** are not allowed on the premises unless previously approved by the medical staff. If brought in without approval, they will be disposed of immediately.
- **Over-the-counter medications, vitamins, and supplements** must be approved and ordered by the admitting physician. Otherwise, they are considered contraband. Nursing staff distributes all medications (full policy: Program Guide, page 5).

Phone

There is a **24-hour phone restriction** immediately upon admission, so each patient can move through any initial withdrawal and connect with peers and staff. Please respect this crucial adjustment period.

Monday–Friday	No phone use before 3:30 PM
Saturday–Sunday	No phone use before 11:00 AM
Curfew / Phones Off	11:00 PM Sunday–Thursday, 12:00 AM Friday–Saturday

Patients may lose phone privileges for 24 hours or longer for violating phone or program rules. The patient may give you the phone number when they call. Please only call the main line to speak with a patient in a true emergency.

Financial

- For insurance or financial questions, please contact the Business Manager or Administrator.
- Small sums of money are needed for soft drink machines, snacks, and personal items.
- Money may be held in a Business Office account. Withdrawals are Monday–Friday, 3:30 to 5:00 PM.
- An ATM is in the pavilion. Personal checks must be made out to the patient, not to Palmetto.
- All patients are strongly encouraged to get a lock box, available for a $20 refundable deposit.

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During the Stay

Visits, updates, mail, and emergencies

Visitation

Requires counselor approval

After 30 days, patients may fill out a request for approved visitors to visit on **Saturday and Sunday from 11:00 AM to 5:00 PM**. Please let the patient know who is coming and on what day by Thursday so they can submit it on Friday morning. Anyone not on this list will not be able to visit. Please do not arrive early.

- Children are welcome if supervised. We cannot provide sitter services. For safety, children are not allowed in the bayou or the gym.
- Please do not bring cell phones, cameras, recording devices, weapons, or drugs of any kind (illegal, prescription, and over-the-counter).
- Visitors must stay in communal areas (Pavilion and outside the cabins, not in cabin bedrooms).

Updates on the Patient

We recommend setting up a once per week **15-minute phone consult** with the patient's primary counselor. To reach a counselor, call Monday–Friday, 8:00 AM to 5:00 PM, and leave a message and phone number. They will normally return calls after 2:30 PM.

Federal law protects the patient's privacy. We cannot share any information without **written permission from the patient**. The patient must sign a release with your name on it, even for a parent or spouse.

Mail and Packages

(Patient's name)
86 Palmetto Road, Rayville, LA 71269

You do not have to put Palmetto Addiction Recovery Center on the address. You may send packages, but the patient will be asked to open them in front of staff for inspection. **Please do not send any food.** Weekly Walmart orders follow the rules on page 4.

Emergencies

For real after-hours emergencies (not to find out how a patient is doing), call **(318) 417-0120** and ask to speak to the Administrator or counselor on call.

For the physician: if the counselor, nurse, or Administrator could not help, call Monday–Friday, 8:00 AM to 5:00 PM, and leave a message for the Physician on call.

Belongings

If a patient leaves treatment without their belongings, it is the patient's responsibility to retrieve them. After 7 days, we will donate all items left to charity, so please reach out as soon as possible.

Please call if you have any questions.

BUSINESS HOURS
(318) 728-2970

AFTER HOURS
(318) 417-0120

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Items to Bring

What to pack for your stay, and what to leave at home

Please Bring

ESSENTIALS

- ☐ Any prescription medications you are now taking
- ☐ Insurance card
- ☐ Cash for personal items
- ☐ Simple watch with no data access
- ☐ Alarm clock **(without radio)**

CLOTHING

- ☐ Casual clothing and gym clothes
- ☐ Tennis shoes and sandals
- ☐ Shorts no shorter than 2" above the knee
- ☐ Undergarments **(required)**
- ☐ Rain gear or umbrella
- ☐ Church clothes *optional*

BEDDING AND LAUNDRY

- ☐ Sheets **(twin size)**, blanket, and pillow
- ☐ Towels and washcloths
- ☐ Laundry detergent
- ☐ Mattress pad *optional*
- ☐ Clothes hangers *optional*

TOILETRIES

- ☐ Soap, shampoo, and conditioner
- ☐ Razor (electric or disposable) and shaving cream
- ☐ Toothbrush and toothpaste

OTHER

- ☐ Cigarettes
- ☐ Disposable vape **(must be unopened)**
- ☐ Loose-leaf paper and pens
- ☐ Tennis racket and tennis balls *optional*
- ☐ Fishing pole and gear *optional*

Not Allowed

CLOTHING

- × Tank tops or halter tops
- × Swimsuits
- × Short shorts
- × Scrubs
- × Tight or revealing clothing
- × Midriff shirts
  When you raise your arms, we should not be able to see your underwear or skin.
- × T-shirts or caps that promote alcohol or drug use or display undesirable messages

PRODUCTS AND FOOD

- × Anything containing alcohol
  Including mouthwash, Bengay, and other analgesic ointments.
- × Perfume or cologne
- × Candles or incense
- × Perishable food
- × Protein powder, energy drinks, or instant coffee
- × Vitamins or supplements
  Except with a physician's order.

OTHER

- × Weapons, including knives and firearms
- × Electronic devices
  Except a cell phone, which we will store.
- × Pornography
- × Boats, trailers, or ATVs
- × Food delivery services (DoorDash, Instacart, and similar)
  Except one Walmart order per week, with no more than 10 items.

> **Sending items later?** Other than the weekly Walmart order, items must be mailed or dropped off by the patient's contacts only.

Please call if you have any questions.

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Orders and Deliveries

Please read before placing or sending an order

These rules apply to every order sent to a patient at Palmetto. Please share them with anyone who may send items.

Walmart Orders

1 Only one Walmart order is allowed per week.

2 Each order may contain no more than 10 items.

3 If more than 10 items arrive, they will be locked up.

Those items are returned only at the time of scheduled discharge.

Perishable Items

4 No perishable items.

This includes meat, dairy, produce, ice cream, milk, frozen foods, and energy drinks.

5 Perishable items that are ordered will be thrown away.

No exceptions.

Please call if you have any questions.

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