



ADMINISTRATIVE DIRECTIVE

#15.01 PROCESSING OF PUBLICATIONS SENT TO PATIENTS

October 6, 2026
(Implementation date)
(NEW)

NUMBER OF PAGES: 4

RESPONSIBILITY: **EXECUTIVE DIRECTOR**

APPROVED (10/13/2026):

Signature on File

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EXECUTIVE DIRECTOR

PURPOSE:

This directive outlines the policies and procedures regarding processing incoming publications sent by publishers and booksellers. This policy ensures the patient's right to receive publications from publishers and booksellers, and DSH-Patton's obligations to meet security and safety requirements, fire regulations, and physical space limitations.

DEFINITIONS:

- **Good Cause** exists to deny a right when "the exercise of the specific right would be injurious to the patient.
- **Publication** shall mean printed materials, generally in the form of books, periodicals, or pamphlets, distributed to the public.
- **Publisher** shall mean any publisher, commercial or non-profit distributor of printed materials, or bookseller that delivers publications to readers via the United States Postal Service, other common carriers, parcel carriers, or shipping agents.
- **Mail** shall be defined as paper documents sent in a standard sized, legal sized, or special handling envelope (Priority mail, express mail, etc.) with a weight of 16 ounces or less and thickness of ½ inches or less as provided in Title 9, Section 4415. All sent or received items that do not fall under the definition of "Mail" in Title 9, Section 4415 will be considered packages.
- **Package** shall be defined as a wrapped or boxed object, a parcel, or a container in which something is packed for storage, mailing or transporting as provided in Title 9, Section 881 (q).
- **Publications-only package** shall be defined as packages that only contain books or periodicals or materials printed on paper.
- **Quarterly Package Limits** are defined as limitations on incoming packages during each calendar quarter, as provided in [AD 15.16](#).

POLICY:

Publications:

1. Patients may subscribe to or purchase publications.
2. Publishers may send publications, including books and periodicals sent to patients without charge or subscription.

3. Publishers are not required to obtain approved-vendor status to mail publications to patients housed at DSH facilities.
4. DSH may restrict the delivery of hardbound books.
5. DSH may restrict the delivery of publications not sent by publishers, including but not limited to publications sent by a patient's family and friends.
6. All incoming publications will be inspected for contraband.
7. DSH-Patton shall deliver all publications sent to patients by publishers, except those publications which pose a threat to the safety, security, or orderly operations of a DSH facility. Publications or correspondence that pose a threat to the safety, security, or orderly operations of a DSH facility include those that advocate or incite any form of violence or security breaches, murder, arson, riot, crimes against children, or racial unrest; those that are forms of unlawful gambling or unlawful lottery activities; those threatening the safety of any person inside a DSH facility, including those that advocate for sexual aggression, or that advocate for a hostile or intolerable work environment for DSH employees; those containing information about or describing the manufacture or deployment of weapons, narcotics, or explosives; or those that are obscene.
8. DSH-Patton shall not deliver a publication to a patient if the patient's treatment team has determined good cause to deny.
9. If the treatment denies a publication for good cause they shall document their reason for good cause in an IDN note.
10. The treatment team shall notify the Unit Supervisor, who will deliver the publication to the mailroom and provide the rationale for the denial.
11. The Unit Supervisor will provide the patient with the Publication/Book Rejection Notification form to complete the top portion and request consent from the patient to notify the publisher of the denial.
12. Mailroom will notify the Hospital Administrator's Office and send out the notice.
13. There shall be no limit placed on the number of publications a patient may order or receive from publishers; however, patients shall be limited to the number of publications they may retain under patient property and storage regulations.
14. All staff whose job duties include receipt, collection, screening, review or delivery of publications to patients housed at DSH-Patton must be familiar with this policy and shall be trained accordingly.

Publications-only Packages

15. There shall be no limit placed on the number of publications-only packages a patient may order or receive from publishers; however, patients shall be limited to the number of publications they may retain under patient property regulations.

Packages Containing Publications and Other Items

16. If an incoming package includes publications and other items and the patient has reached the applicable quarterly package limit, the publications shall be delivered to the patient so long as they are not determined to be clinically contraindicated by the patient's treatment team or pose a threat to the safety, security or orderly operations of the hospital. All other items in the package will not be issued to the patient. The patient will have the option to mail out the remaining items at their own expense within the designated time frame or request to dispose of the items.

PROCEDURES:

Incoming Publication Procedure

17. All incoming patient publications shall be delivered to the Mailroom, Monday through Friday, except on holidays.
18. All incoming patient publications must be received through the U.S. Postal Service, United Parcel Service, or FedEx. The mailroom will not accept publications without canceled postage that have been deposited in hospital mail drops.
19. Mail room will sort and deliver patient publications to programs, Monday through Friday, except holidays.
20. The mailroom staff shall list the item(s) on the patient's Property/Contraband Disposition Record ([PSH 7130](#)), and designate each as Approved, Needs Review or Contraband.
21. Hospital police will search/inspect all publications prior to going to the patient to ensure the publication does not pose a threat to the safety, security, or orderly operations of DSH-Patton.
22. The patient's treatment team will determine when there is good cause to deny the publication.

Notice of Refusal to Deliver

23. If DSH personnel reject a publication for delivery from a publisher, DSH shall mail written notice to the patient of the rejected publication within fifteen (15) calendar days of the publication being processed at the DSH facility, utilizing the Notice of Rejection of Publication to Patient Form. The written notice includes:
 - 23.1. Name/description of the rejected publication;
 - 23.2. The specific reason that the publication was rejected, except that where an item is rejected because it is clinically contraindicated for the intended patient-recipient, DSH may indicate only that the item was rejected due to a "good cause" if the patient approves a Release of Information and;
 - 23.3. Notification to the sender of the right to appeal the rejection, and of the method and procedural requirements for doing so.
24. If DSH personnel reject a publication for delivery from a publisher, DSH shall mail written notice to the publisher of the rejected publication within fifteen (15) calendar days of the publication being processed at the DSH facility, utilizing the Notice of Rejection of Publication to Publisher Form. The written notice includes:
 - 24.1. The name and address of the sender;
 - 24.2. The name(s) of the intended recipient(s) if the patient approves a Release of Information;
 - 24.3. Name/description of the rejected publication;
 - 24.4. The specific reason that the publication was rejected except that where an item is rejected because it is clinically contraindicated for the intended patient-recipient, DSH may indicate only that the item was rejected due to a "good cause" if the patient approves a Release of Information and authorizes DSH to notify the Vendor/Distributor/Publisher and;
 - 24.5. Notification to the sender of the right to appeal the rejection, and of the method and procedural requirements for doing so.
 - 24.6. If the patient refuses to sign the Publication/Book Rejection Notification form the book/publication will be marked undeliverable and returned to the sender.

Appeal of Refusal to Deliver

25. Patients and publishers shall be entitled to file an appeal of any decision not to deliver a publication to a person housed at DSH-Patton, within thirty (30) calendar days of receipt of the written notice from DSH.
26. DSH-Patton shall provide a written response to all such appeals within thirty (30) calendar days of receiving the appeal. The written response shall either document reversal of the non-delivery decision or shall respond to the appeal with a written explanation of the reason(s) for affirming the initial decision.
27. The appeal shall be considered and resolved by the Executive Director or designee.
28. Provided that the Executive Director's designee shall not be the person who originally determined to not deliver the publication in question. The Executive Director or their designee shall conduct an independent review of the publication in question, and in the case of a reversal of a rejection decision, shall cause the publication to be delivered next business day. The rejected publication shall be retained by DSH pending the disposition of all appeals, and the rejected publication will be available for review by the Executive Director, or their designee.

Patient Publication Log

29. Each hospital shall be responsible for maintaining the Patient Publication/Book Rejection Log for all publications and booked rejected. Patient publication logs shall be retained for a minimum of three (3) years from the date of last entry.

CROSS REFERENCE:

[A.D. 7.05](#) [Mail Service](#)

[A.D. 15.16](#) [Contraband](#)

FORMS ASSOCIATED WITH THIS DIRECTIVE:

Publication/Book Rejection Notification form