

## Behavioral Health Services

### REFERRAL GUIDE

We are here to meet your behavioral health needs. Whether services are for yourself, a family member or a patient in your care, we make it easy for you to access our wide range of treatment options.

#### Behavioral Health Access Center

Single point of access if you need information or help determining the best course of action. Call us toll free at 800-251-6474 to speak with our triage staff.

##### *Your Behavioral Health Resource*

- Rapid Assessment Service
- Inpatient Care
- Outpatient Services
- Brief Treatment Service
- Detoxification and Substance Abuse Treatment

#### Inpatient Admission

Call the Admissions Office 860-714-2470. To ensure patient safety, you may be asked to call 911 to have the patient transported to the closest emergency department.

#### Outpatient Care

Call PATH Outpatient Services directly at 860-342-6492 to schedule an assessment or medical consultation.

Information is also available on our Web site at [www.saintfranciscare.com](http://www.saintfranciscare.com) or email us at [behavioralhealth@stfranciscare.org](mailto:behavioralhealth@stfranciscare.org). Our fax number is 860-714-8934.

## Behavioral Health Services

### DIRECTIONS

The Mount Sinai campus is located at 500 Blue Hills Avenue in Hartford, Connecticut. Parking for patients and visitors is located in the lot at the corner of Blue Hills and Tower Avenues, directly across from the main entrance.

#### From Interstate 91 Southbound

Take Exit 35B. Turn right on 218 West. Turn left onto Blue Hills Avenue. The hospital is at the intersection of Blue Hills and Tower Avenue. For parking, turn right onto Tower Avenue and turn left into the lot.

#### From Interstate 91 Northbound

Take Exit 34. Turn left at the stop sign and left onto North Main Street. Turn right onto Tower Avenue. The hospital is at the intersection of Blue Hills and Tower Avenue. For parking, proceed through the intersection and turn left into the lot.

#### From Interstate 84:

Proceed to Interstate 91 North and follow the directions above.

For complete directions to any of our other outpatient locations, please call 800-251-6474 or visit the directions page on our Web site at [www.saintfranciscare.com](http://www.saintfranciscare.com).

## Behavioral Health Services

### BEHAVIORAL HEALTH ACCESS CENTER

Our Behavioral Health Access Center offers a streamlined approach to identifying and arranging the most appropriate level of service required. Whether you are seeking general information about our wide range of behavioral health services, a rapid clinical assessment to determine the best way to proceed or direct admission to one of our inpatient programs, the Behavioral Health Access Center is here to assist you.

**Referral Process** — Professional or self-referral can be made by calling us toll free at 800-251-6474. Please call between 7:00 a.m. and 11:00 p.m. Monday through Friday and 10:00 a.m. to 6:00 p.m. Saturday and Sunday. After-hours calls will be returned the following day.

**Initial Telephone Triage** — Our triage staff will first obtain information to determine if there is need for emergency medical care. When necessary, our staff will assist in obtaining such services. Telephone triage staff will gather information and provide access to the appropriate level of service and behavioral health professional. Triage personnel can also answer general questions about available programs and treatment options.

**Inpatient Admission Office** — If direct admission to one of our inpatient programs is indicated, pertinent clinical information will be obtained and the call will be transferred to our Admissions Office and inpatient assessment specialist.

*(turn over, please)*

**Rapid Assessment Service** — If a further clinical assessment is indicated, a face-to-face evaluation will be scheduled with one of our licensed clinicians. This can often be done on the same day or, for less urgent situations, within 48 hours. The licensed staff will assess each person to determine the most appropriate level and type of service needed, including psychiatric, substance abuse or co-occurring disorders, to treat the problem effectively. In most cases, recommendations will involve either: 1) referral for immediate care to our Psychiatric Stabilization Service; 2) a priority referral for outpatient therapy or counseling to PATH Outpatient Services; or 3) admission to one of our inpatient treatment programs.

**Psychiatric Stabilization Service** — Psychiatric advance nurse practitioners will initiate appropriate psychopharmacological treatment at the time of evaluation, when indicated. Immediate arrangements for therapeutic support will be made, including medication management, with initial follow up occurring within seven days. This approach will bridge any waiting period for assignment to a PATH psychiatrist for long-term care.

**Our Clinical Team** — The Behavioral Health Access Center gives you streamlined entry to our full range of services and behavioral health professionals. Our clinical team includes adult and child psychiatrists; internal medicine physicians and physician assistants knowledgeable in behavioral health care; psychiatric advanced nurse practitioners; licensed clinical social workers; licensed professional counselors; licensed marriage and family therapists; and licensed psychologists specializing in adults, children and adolescents.