

What to Expect When Calling a Mental Health Facility

Calling a mental health facility may feel intimidating at first. But when you know what to expect, you'll be prepared to provide the information they need from the beginning. This will make it easier for a professional to conduct a mental health assessment and walk you through the rest of the process.

What is a Mental Health Assessment?



- 👤 A mental health assessment is an evaluation by a psychologist, psychiatrist, or family doctor who checks for mental health issues and the treatment that will be necessary to help.
- 💬 When a professional conducts a mental health assessment, they often ask questions, request physical tests, or even ask the individual to complete a questionnaire.
- 🕒 On average, a mental health assessment call takes between 30 and 45 minutes.



These are some of the factors to expect from a professional when calling a mental health facility:



1. Provide **basic information** about current issues

The professional will ask for your name, date of birth, and other essential details at the beginning of your call. Once they have your personal contact information, they will ask preliminary questions about the issues you or a loved one has been having and the reason for your call.



2. Gather **insurance information**

A mental health facility will request your health insurance information to ensure you qualify for mental health treatment. This includes the name of your provider, the primary insured, group number, member ID, and other essential information.



3. Gather **medication information**

The mental health facility will need to know if you are currently on any medication. You'll want to share any medicines you regularly take and any others you take as needed. These details are essential to your physical and mental health and well-being.



4. Gather a **history of physical and mental health conditions.**

A mental health professional will request specific details about your physical and mental health background. They'll want a record of any conditions and the timeframes involved. They may also request a family history to learn more about your parents, grandparents, and siblings to find any possible connections.



5. Discuss **transportation issues**

A behavioral health location will often have means of transportation for those who can't drive themselves. Let the professional know over the phone whether you will need assistance reaching their site when the time comes for your treatment. This will allow them to set up the logistics beforehand.



6. Determine the **appropriate level of care**

Depending on the mental health facility, they may offer inpatient services, outpatient services, or both. A professional will discuss the necessary level of care based on your mental health assessment. This may change as you progress through your treatment.



7. Share the next steps

Once a mental health professional has all the required information, they'll give you an idea of what to expect next. This will include details about the schedule, treatment timelines, and other essential information.



Want to Speak with a Trusted Mental Health Facility?

Calling a mental health facility can be a straightforward process. If you are concerned for your mental health or the mental wellness of a loved one, reach out to San Antonio Behavioral Healthcare Hospital today. We're here to help and support you.