

# Behavioral Health FAQ for Patients

## My provider referred me to Behavioral Health, does that mean I'm crazy?

NO. Your provider would like you to meet with a therapist or a Behavioral Health provider for medications that they feel will help improve not only your mood but also your health.

## What are the first steps?

Once a referral is placed by provider, you will receive call from **unknown/blocked number** to schedule an appointment and to discuss appointment format. If no answer the MAs will leave a voicemail asking you to return our call. Make sure your phone number is updated in the system. A couple days before your appointment, you will get a text reminder to confirm your appointment.

## What does my first appointment look like?

**Therapy:** The therapist will go over a treatment agreement with you, will have to ask background and history information, they will listen to what brings you into treatment, and come up with a plan for you to help address the issue that is bringing you in. Sessions are normally 30 minutes in length and treatment length is dependent on the number of goals one wants to reach in therapy. The therapist will likely reschedule you or have you reschedule with the front office reception.

**Medication Support:** A medical assistant will get your vitals, they will have you sign a telehealth consent form, they will ask you some questions to prep the provider who will be meeting with you. For adults, our telepsych provider will get an intake/history, discuss the symptoms you experience, and then recommend medications they feel will make you feel better. This will be a longer appointment than future appointments. Your follow up medication appointments will be much shorter. For children, the guardian must be present and agree to medications. The initial appointment is quite lengthy. A full history is obtained from the guardian and patient. The medical assistant will either schedule you for your next appointment in person, or reach out to you after for your follow-up appointment.

**REMEMBER** – the MAs will likely be calling you from an unknown/blocked number. Make sure your voicemail works.

## How can I get the most out of treatment?

**PARTICIPATE!** Active participation in therapy or medication support for treatment is essential to feeling better. Please let us know **AS SOON AS POSSIBLE** if you can't make it to your appointment. **Call us at (530) 749-3242 to reschedule.** Behavioral Health is a specialty service and wait times can be longer than other care providers. So, it's important you make it and participate in treatment or cancel appointments if you can't make it.

**We do not have URGENT/IMMEDIATE appointments in Behavioral Health. If you need to speak to someone right away, please reach out to your nearest psychiatric emergency services department.**

- Sutter-Yuba Behavioral Health: (530) 673-8255
- Sacramento Mental Health Urgent Care: (916) 520-2460
- National Text Number: Text HELLO to 741741

**Want to talk to someone right now, but it's not a crisis? Call a WARM LINE.**

- Friendship Line: 1.800.971.0016

