

# 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 ahead of time, 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 their process.

## What is a Mental Health Assessment?



- A mental health assessment is an evaluation by a healthcare provider who is checking for mental health issues as well as the treatment that will be necessary to help.
- When a professional is conducting 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

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



### 2. Gather insurance information

To ensure you qualify for mental health treatment, a mental health facility will request your health insurance information, if applicable. If you do not have health insurance information, your healthcare will not be delayed. This includes the name of your provider, the primary insured, group number, member ID, and other essential information.



### 3. Gather medication information

If you are currently on any medication, the mental health facility will need to know. You'll want to share any medications you are taking on a regular basis as well as 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 personal physical and mental health background. They'll want a history of any conditions and the timeframes involved with each one. 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 location 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 level of care required 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 of 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 basic details.

