

Q: How can I get mental health treatment for my loved one if they refuse help?

A: People have the right to refuse treatment. There are certain conditions, such as danger to self or others, which may warrant treatment to be required. Laws for these circumstances vary by state. Call us or your physician for specific information or assistance in successful intervention.

Q: How do I know if my loved one needs help?

A: There are signs that indicate that your loved one may need psychiatric intervention. Our team offers free and confidential assessments 24 hours a day, 7 days a week. Just call us for an appointment at 866-543-7779.

Q: Are there age requirements for the Cedar Crest Hospital programs?

A: We offer acute hospitalization for children and adolescents ages 4-17. Our children's residential program is designed to help boys and girls between the ages of 5 and 11. Our RECLAIM Chemical Dependency Program, our Partial Hospitalization Program, and our Boy's Structured Residential Program were established to treat adolescents ages 12-17.

Q: Will I be able to visit or receive visitors?

A: Yes. Visits from family members and friends are an important part of treatment and are strongly encouraged. For specific details on visiting hours, see our Visitors page.

Q: What should my loved one bring?

A: Patients are welcome to bring personal items, such as clothing, sleeping attire, shoes, toiletries, and special items such as photographs and books.

Q: How are meals handled?

A: Good nutrition is critical to mental health. Three daily meals are served in the dining room. Snacks are available throughout the day and an evening snack is offered prior to bedtime. We ask that you do not bring outside food or drinks.

Q: What about special food requirements and food allergies?

A: Therapeutic diets and patient food preferences are accommodated. Food allergies are discussed during the admission process and meals will be planned accordingly.

Q: Will my loved one require medication?

A: Medication is often an important part of a patient's treatment plans. Our clinical team will discuss medication needs and potential side effects with you. Please bring a list of medications that your loved one is currently taking.

Q: How long will my loved one be in the hospital?

A: The average length of stay for our short-term intensive programs is typically two weeks, although the length of treatment varies with each patient, their specific needs, and discharge plan.

Q: What about confidentiality and privacy?

A: We respect your privacy and all information is held in the strictest of confidence. As a healthcare provider, Behavioral Center of America is required to protect the privacy of health information of our patients.

For more information, see our privacy statement listed on our website.

Q: Is an inpatient stay covered by insurance?

A: Most insurance plans, Medicare, and Medicaid cover mental health treatment and inpatient stays for patients who have been assessed and are eligible for services. Our staff can help you work with your insurer to determine benefits. Please bring insurance information to your initial appointment or during the admission process.

Q: What happens when it is time to go home?

A: Aftercare services are viewed as an integral part of the treatment process and continuity of care. Our clinical team and social worker will help connect you and your loved one to any necessary outpatient services, support groups, senior recreational activities, or transportation needs.