## RBHA OPERATIONS

### DURING COVID-19

**APRIL 1, 2020 - UNTIL FURTHER NOTICE**

RBHA Offices will be open by APPOINTMENT ONLY.

No Access to any RBHA Facility will be allowed without an appointment.

**You MUST** call your Case Manager or 804-819-4000 (Main Line) to make an appointment before coming to any RBHA facility.

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### WE ARE HERE TO HELP

RBHA is making every effort to reduce exposure of our staff and the individuals we serve by minimizing face-to-face contact when possible. RBHA is committed to contributing to the community slowdown of the spread of COVID-19.

If you are in need of behavioral health or developmental services, please call 804-819-4000 for more information.

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### RICHMOND CITY CRISIS RESPONSE 24|7|365

If you are experiencing a psychiatric emergency, call **804-819-4100**.

### CRISIS STABILIZATION UNIT (CSU)

Operating with limited admissions. Call **804-819-4000** for more information.

### REACH CRISIS RESPONSE

24|7 CRISIS & REFERRAL LINE – 1-855-282-1006

No face-to-face interventions in hospitals. Utilizing telephone and electronic interventions.

### CREST CRISIS RESPONSE

Referral Line 844-729-6954

No face-to-face interventions in hospitals. Utilizing telephone and electronic interventions.

### RAPID ACCESS (SAME DAY ACCESS)

Rapid Access is the process to start mental health and/or substance use disorder treatment services at the RBHA. Rapid Access will continue to operate **Monday-Friday 8:00am-2:00pm** throughout COVID-19 and building closures. Please call **(804)241-9621** to start the Rapid Access assessment process and get more information.

### MEDICATION, PSYCHIATRY, AND PHARMACY ACCESS

RBHA has implemented a Tele-Med protocol when possible. RBHA Offices are open by APPOINTMENT ONLY, including the RICH Clinic and OBOT Services.

Please call your Case Manager or RBHA Main Line 804-819-4000.

### CASE MANAGEMENT AND SERVICE COORDINATION

RBHA has implemented a Telehealth protocol for case management services.

**You MUST** call your Case Manager or 804-819-4000 (Main Line) to make an appointment before coming to any RBHA facility.

### NORTH CAMPUS RESIDENTIAL SERVICES

RBHA is accepting referrals with limited admissions. Please send all referrals through the following link: [www.rbha.org/NCRreferral](http://www.rbha.org/NCRreferral)

AliveRVA Warm Line - **1-833-473-3782** - Everyday 8am - 12Midnight