



## Understanding open access

Highland Rivers Health provides treatment, support and recovery services to adults, children and adolescents, families and veterans affected by mental health challenges, substance use disorders, and intellectual and developmental disabilities.

When you call Highland Rivers the first time, a member of our team will take your information (name, birthdate, problems you are experiencing, etc.) and tell you about open access hours at the Highland Rivers clinic location most convenient for you.

---

### Your first visit will be during open access hours. This means:

- You do not have a set appointment time
- You will be seen based on your time of arrival and priority
- There is often a wait during your first visit
- Our staff will let you know how long your wait may be

---

### What else you should know about open access:

- Highland Rivers makes every effort to see individuals coming into our clinics on a first-come, first-served basis. But sometimes an individual may come into a clinic whose needs are very pressing or who may be in crisis.
- When this happens, that individual may be given priority – even if he or she came in after you. We ask for your understanding and patience.
- Even though you may have to wait the first time you come in, **you will be seen that day.**
- Highland Rivers provides free Wi-Fi in all of our clinics, and our front desk staff can provide light snacks and show you the location of vending machines.

---

### At your first appointment, you will:

- Meet with a professional clinician for a behavioral health assessment – this person will ask questions about symptoms you are experiencing and your treatment goals
- Be scheduled to see a doctor or nurse practitioner for a diagnostic assessment
- Receive a financial assessment to discuss co-pays, sliding fee scales, insurance, financial assistance, etc.



**Our goal is your recovery!** Because we want to be sure we understand your needs, the first appointment may last 90 minutes or more. Highland Rivers designs an individual recovery plan (IRP) for every person. You will then be scheduled for regular visits with your clinician and for other services based on your individual needs.

To learn about open access hours or services near you, call us at:

**(800) 729-5700**

Visit us online at <http://highlandrivershealth.com>