

Madera County

Behavioral Health

What to expect when I am referred for behavioral health services?



Questions and answers about seeking help for mental health issues

24-HOUR PHONE LINES

Emergency Psychiatric Services

(559) 673-3508

Toll Free (888) 275-9779

Fax (559) 661-2818

Please ask receptionist about your **right to free language assistance** services as well as alternative formats of this brochure. If you have **physical limitations**, we will help you find available, appropriate and accessible services.

How do I Get Started?

1. Call the Screening and Referral Line at (559) 673-3508 to schedule an appointment for eligibility and assessment.
2. Prepare yourself for your appointment with a list of issues, concerns, or questions that you believe would be important to discuss with a practitioner concerning your mental health.
3. Bring your insurance coverage/Medi-Cal card with you. You will be seen regardless of your ability to pay.
4. If your child is a ward of the court, the consent for treatment form must be brought in.
5. Show up to your scheduled appointment. We want to help you find an appropriate course of action and treatment.



WHAT ELSE SHOULD I KNOW?

Improving your mental health can be just as important as improving your physical health

when it comes to your overall well-being. Our goal is to work together with your physician and other community resources to provide you with a total health plan. By working together, you will receive coordinated care that may better assist you in achieving your goals for wellness.

Are mental illnesses real?

Yes. A mental illness can affect your ability to work, carry on daily activities and have satisfying relationships. Mental illnesses create distress, don't go away on their own, and are real health problems with effective treatments. When someone breaks their arm, we wouldn't expect them to just "get over it." Nor would we blame them if they needed a cast, sling, or other help in their daily life while they recovered.

What if I don't have a family history of mental illness?

All of us can be affected by mental illnesses. One in five California adults and children report needing help with a mental or emotional health problem and approximately nine million children in the U.S. have serious emotional problems,

but many do not receive appropriate treatment. Young or old, mental illness can impact any individual at any stage of their life.

Are people with a mental illness dangerous?

People with mental health challenges are actually more likely to be victims of violence than to be violent. This is a common myth that often times results in discrimination and misunderstanding about mental illnesses.

Will I have to take medication?

Medications are not always the first choice of treatment. We have many evidenced-based therapies that work as well as medications. We want to teach you skills you can use for the rest of your life.

If I receive services from Behavioral Health will my personal information be released to family, employers, schools or landlords?

Information about the services you receive from Behavioral Health cannot be released without your permission or

unless a life is in immediate danger.

Can my children be taken away from me if I am receiving services from Behavioral Health?

Our goal is to provide services that will improve family stability. Our agency does not have the authority to make such decisions, nor do we advocate for it unless the threat of immediate danger exists within the home.

Does bad parenting cause mental illness?

No one factor can cause mental illness. Mental illnesses are complicated conditions that arise from a combination of genetics, biology, environment, and life experiences. Family members and loved ones have a big role in support and recovery.

Can people with mental illnesses still work?

Whether you realize it or not, workplaces are filled with people who have experienced mental illnesses. Mental illness

does not mean that someone is no longer capable of working. Some people benefit from changes at work to support their goals, but many people work with few supports from their employer. Many continue to work, volunteer, or contribute their unique skills and abilities to their communities.

Do people ever recover?

People can and do recover from mental illnesses. There are many different kinds of treatments, services, and supports that can help. People who experience mental illnesses can and do lead productive, engaged lives. Even when people experience mental illnesses that last for a long time, they can learn how to manage their symptoms so they can get back to their goals.

Will I be hospitalized?

An assessment would be provided to determine if psychiatric hospitalization or outpatient care is the best course of treatment.

Emergency services are available 24 hours a day, 7 days a week for

all individuals who are potentially a danger to themselves or others, or for those who are gravely disabled *due to a mental illness*.

Can I afford treatment?

Initial and on-going outpatient services for Medi-Cal beneficiaries are available. Some insurance plans are welcome. If you don't have private insurance nor Medi-Cal, you may call to determine if you would qualify for initial and/or on-going services.

What if I or my loved one doesn't speak English?

Services are available in English and Spanish. If you speak a different language including sign language, an interpreter will be provided at no cost to you.

What if I have mobility issues?

All of our buildings are handicapped accessible.

**MADERA COUNTY
BEHAVIORAL HEALTH
SERVICES
P. O. Box 1288 / Madera, CA
93639-1288**

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(559) 673-3508**

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Fax (559) 661-2818

www.madera-county.com

Madera

**209 E. 7th Street,
Madera, CA 93638
(559) 673-3508**

Pine Recovery Center

**117 N. R Street, Suite 101
Madera, CA 93637
(559) 662-0527**

Oakhurst

**49774 Road 426, #D,
Oakhurst, CA 93644
(559) 683-4809**

Chowchilla

**215 S. 4th Street,
Chowchilla 93644
(559) 665-2974**

**CA. Relay Operator
(English & Spanish) Dial 711
English Speech to Speech
(866) 288-1909**

**Spanish Speech to Speech
(866)-288-4151**

TTY (800) 735-2929