

# WHAT YOU CAN EXPECT TODAY

Because Open Access is a service where you can walk in without an appointment and see a licensed therapist as well as a medical provider for medication, we ask you to please be patient as we coordinate your care.

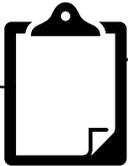
Monarch strives to get you in and out within an average of 3 hours; however at times, it may take longer depending on what your needs are today.

The following explains what will happen today.

***If you have questions or concerns, please speak with our receptionist.***

**1**

The first person you will speak with today, after you check in with our receptionist, is our Referral Coordinator. This person will meet with you and ask you some basic questions about your insurance and the nature of your visit.



**2**

You will then be seen by a therapist to complete a clinical assessment. He/she will ask you questions about why you are here today and questions about any previous mental health treatment.



**3**

The therapist will determine whether there is a need for you to see a psychiatrist. If so, a nurse will take your vitals. You and the psychiatrist will discuss the options for the best course of treatment.



**4**

If required, you will receive a prescription and appropriate referrals/appointments to get you on your path to recovery.



In some cases you may be asked to provide lab work and we ask that you get that lab work quickly and return it to Monarch within the time period the doctor requests it. This can affect future treatment.

You may meet directly with a doctor or therapist in an office.

A successful alternative treatment method to face-to-face today could be telemedicine. You will be in a room with a television screen, and the therapist and/or doctor appears on TV. You and the doctor/therapist can see each other and talk in real time.



*"I walked in and before lunch I was on my way to recovery. Thank you Monarch."*

**– PERSON WHO RECEIVED OPEN ACCESS SERVICES**

# OPEN ACCESS



For more information about **Monarch Behavioral Health** services, call (866) 272-7826 or visit [www.MonarchNC.org](http://www.MonarchNC.org).

Established in 1958, Monarch provides support statewide to thousands of people with intellectual and developmental disabilities, mental illness and substance use disorders. The agency is nationally accredited by The Council on Quality and Leadership (CQL) and is CABHA certified. Monarch operates The Arc of Stanly County, which is a chapter of The Arc of North Carolina and The Arc of the United States. To learn more about how Monarch is "Helping Dreams Take Flight" for people living in our communities, please call (866) 272-7826 or visit [www.MonarchNC.org](http://www.MonarchNC.org).



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## What is Open Access?

In order to get into treatment an individual needs to have an assessment completed showing medical need for services.

Open Access is a service where an individual can walk in without an appointment and see a licensed therapist as well as a medical provider for medication, if needed.

Open Access is meant to be used only as an evaluation to help get you other behavioral health services, such as outpatient therapy or psychiatric services.

## How long will I have to be here?

Monarch strives to get you in and out within an average of 3 hours; however at times, it may take longer depending on what your needs are today or how many people walk in today that are emergent. What Monarch tries to get accomplished often takes other providers several weeks with multiple appointments.

If you cannot devote this time, please let us know and we will schedule you for an appointment in the next few days.

If you need to leave and plan on returning the same day, please notify the administrative assistant before leaving the facility.

The administrative assistant can discuss with you options for returning to receive the services you came in for today.

## Medication Guidelines

As a part of our ongoing commitment to providing safe and appropriate medications for the people we support, Monarch has developed and put into practice some guidelines for how we will assist people who are requesting certain types of medications, which are defined by law and commonly referred to as "controlled" medications.

These drugs are controlled because they are often misused, abused, sold and can lead to dependency or addiction. North Carolina Law controls how these drugs are defined, prescribed and monitored. Two types of controlled medications which are highly regulated include medicines called "benzodiazepines" and "psychostimulants."

Psychostimulants are mind-altering medications that can speed up the body's functions, including heart and breathing rates.

Benzodiazepine medications are generally given by a prescriber for very short periods of time to help people with high anxiety (uncontrolled worry or nervousness). These drugs can be highly addictive and, if mixed with alcohol or opiates (pain pills), can lead to serious medical problems and even death.

## How This May Affect You

Each person or appropriate family member may be given and have to sign a paper that explains **Monarch's Controlled Medication Prescribing Practices**. Each person may be asked to provide a sample of urine for a Drug Screen. The Urine Drug Screen will test for the following substances:

- Opioids (Pain Pills)
- Amphetamines (Psychostimulants)
- Marijuana
- Benzodiazepines (Anti-Anxiety)
- Cocaine

Each person may have their prescription drug use reviewed through the North Carolina Controlled Substance Reporting System, which tracks many prescription medications throughout the state.

***Thank you for choosing Monarch. We are doing everything we can to meet your needs as quickly as possible. If you have questions or concerns, please speak with our receptionist.***