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**MY THERAPIST IS  
WONDERFUL. THE  
ENTIRE STAFF IS SO  
KIND. IT'S A VERY  
FRIENDLY ATMOSPHERE.**  
”

~Client Review



## CONTACT US:

-  **Spear Building 812-423-7791**  
415 Mulberry St., Evansville
-  **Levell Center 812-436-4243**  
410 Mulberry St., Evansville
-  **Moran Center 812-476-5437**  
60 S. Stockwell Rd., Evansville
-  **Moulton Center 812-423-4418**  
1 N. Barker Ave., Evansville
-  **Neurodevelopmental Center 812-436-4387**  
19 E. Chandler Ave., Evansville
-  **School Based Services 812-428-4880**  
414 SE 4th St., Ste. 101, Evansville
-  **Stepping Stone 812-473-3144**  
4001 John St., Evansville
-  **Youth Comm. Based Services 812-428-4887**  
414 SE 4th St., Ste. 102, Evansville
-  **Gibson Regional Services 812-385-5275**  
320 S. Fifth Ave., Princeton
-  **Posey Regional Services 812-838-6558**  
309 N. Sawmill St., Mt. Vernon
-  **Warrick Regional Services 812-897-4776**  
315 S. Third St., Boonville

-  **Appointments: 812-423-7791, Press 1**
-  **Crisis: 812-422-1100**
-  [southwestern.org](http://southwestern.org)

## CLIENT RIGHTS

- Clients have the right to know and understand any treatment available to them.
- We believe in a client's right to quality care and protection from harm, abuse, and neglect.
- Clients are entitled to review and access their medical record, except in specific circumstances.

Client rights are important. Posters detailing client rights appear in our lobbies and online at [southwestern.org](http://southwestern.org). A copy of client rights will be provided upon request.

## TOBACCO FREE

Southwestern Behavioral Healthcare is a smoke and e-cigarette free campus.

# CLIENT GUIDE



**Southwestern**  
Behavioral Healthcare, Inc.  
*Improving Lives Together*



## WELCOME!

At Southwestern Behavioral Healthcare, our mission is simple - partnering to provide compassionate care and improve wellness. Working with our clients ensures that their voice is heard and treatment centers around their needs.

We are dedicated to enhancing the quality of life for people in our community. We look forward to developing relationships which focus on care, trust, and confidence.

Our services are available for all regardless of income, race, gender, sexual orientation, religion, ethnicity, or disability status.

## INTERPRETATION SERVICES

If a client needs interpretation services, we have it covered. We partner with Certified Language International (CLI), which provides world-class phone and video interpreting services in 230+ languages, including American Sign Language (ASL). We ensure all clients are able to receive, free of charge, interpretation services at their appointments.

## FEES AND INSURANCE

Our policy is to serve all clients, regardless of ability to pay. We have many resources in place to assist with the affordability of services.

Many insurance providers will pay for all or a portion of our fees. We offer a sliding fee discount based on family income and household size.

Our goal is to ensure that every client understands their treatment coverage and out-of-pocket expenses. Our patient financial services department is available to answer questions at 812-436-4293.

## TREATMENT

The treatment process begins with a comprehensive assessment to develop an individual treatment plan focused on client goals and treatment preferences.

Throughout treatment we will work with clients to evaluate progress.

Once treatment goals have been achieved, a referral may be made to the client's family doctor or Southwestern's Primary Care Services for continued care.



Having access to healthcare services is important and we are pleased to offer another source to turn to when looking for primary care services.

Our services include:

- Physical exams
- Medication management
- Post hospital follow-up
- Much more!

Access services by calling 812-436-4243. Office hours are Monday-Thursday 8:00 - 11:30 a.m. Walk-ins welcome and most insurance providers, including Indiana Medicaid, are accepted.

## APPOINTMENTS

We know that life happens and schedules change. Keeping appointments is crucial to the treatment process. Please call our offices two days in advance to cancel or reschedule appointments.

Clients receive two appointment reminders, a week prior and two days before by phone and text.

## SHARING FEEDBACK

Clients are encouraged to provide feedback on services received.

- Speak with your provider
- Call our administrative services office at 812-436-4232
- Email [feedback@southwestern.org](mailto:feedback@southwestern.org)

Clients may also direct comments/questions to:

- Indiana Division of Mental Health and Addiction: 1-800-901-1133
- Joint Commission: 1-800-994-6610

## ACCREDITATION

Southwestern Behavioral Healthcare meets the licensing and accreditation standards of the following:



Division of Mental Health and Addiction

