

Welcome

Southwestern Behavioral Healthcare is dedicated to enhancing the quality of life for people in our community. We welcome you to our services and thank you for your confidence in Southwestern.

Our services are for everyone of any income, age, race, sex, religion, national origin or disability. With offices in Gibson, Posey, Vanderburgh, and Warrick Counties, we serve the southwestern Indiana area.

Appointments

Appointments are available Monday through Friday at all of our locations, with evening hours available at most locations. In addition, a Southwestern therapist and physician are on call 24 hours a day, including weekends and holidays, to provide emergency care and they can be reached at (812) 423-7791.

Licenses and Accreditations

Southwestern meets the licensing and accreditation standards of the following:

- Indiana Division of Mental Health and Addiction
- The Joint Commission

Your Rights

You have the right to know of and understand any treatment we provide to you. You are asked to sign a Consent to Treatment form indicating your agreement to receive services.

We will work with you to develop an individual treatment plan which reflects your goals and treatment preferences. You will be asked to sign a form indicating that you have participated in the development of this plan and agree with it.

We believe in your right to quality care and protection from harm, abuse and neglect. If you ever have any concerns about the treatment you are receiving, or questions or concerns about your treatment plan, please talk with your therapist or ask to speak to a supervisor.

You are entitled to review and have a copy of your medical record, except in special circumstances, and you may request a copy of your record by notifying any of our staff.

In residential programs, restrictions may be placed on some of your activities, but you are guaranteed certain rights. You can practice your religion, wear your own clothing, spend your own money, and have access to letters, phone calls, and visits. Your rights may only be denied or limited in accordance with state laws and regulations.

Your rights are important to us. If you have any questions about your rights, please ask your therapist.

Confidentiality

Your rights to confidentiality and privacy are very important to us. State laws require us to protect all information we obtain about you unless you consent in writing to allow us to release the information to another person or organization.

But, you should know that other laws allow us to release information in a few situations without your consent:

- Reporting the suspected abuse or neglect of a child or an endangered adult to the specified authorities is required by law.
- Reporting a person who has committed a crime either at Southwestern or against any person who works at Southwestern is allowed by law.
- Disclosure is allowed to medical personnel in a medical emergency.
- Disclosure is allowed to qualified personnel for research, audit, or program evaluation purposes.

In addition, the confidentiality of alcohol and drug abuse treatment records maintained by Southwestern is protected by federal laws. Basically, we may not disclose any information indicating that you are being seen related to a drug or alcohol problem or indicate to anyone outside Southwestern that you attend a drug or alcohol program without your written consent.

Fees and Insurance

Whether you have insurance or not, you can receive treatment at Southwestern. Many insurance policies pay for a portion of our fees, but since most do not pay 100% of the treatment costs, you will be expected to pay your share.

We will determine your share of the fees during your first appointment; based on your income and number of dependents. You will need to provide proof of your income in order to qualify for any type of fee adjustment.

After your fee is established, you will be asked to pay your portion of charges at the time of each service. You may contact an Account Representative to make other payment arrangements or to ask any questions about your bill.

Service Comments

If you are unhappy with the services you are receiving, please tell your therapist. If you feel you cannot discuss your concerns with your therapist, you may ask to speak with their supervisor, or you may call Southwestern Administration at (812) 436-4232, or the Consumer Service Line operated by the Indiana Division of Mental Health and Addiction at (800) 901-1133. Questions or concerns regarding an accredited organization may also be addressed directly to The Joint Commission at (800) 994-6610.

*If you have a question,
just ask!*

Your Treatment

- Your treatment begins with an assessment where we try and understand all of the issues that you might be facing; emotional, behavioral, and physical.
- After this assessment, we will make recommendations about the types of treatment which have been shown to be most helpful for your problems.
- Often, therapy and assistance with learning new skills will be the most important parts of your treatment.
- One of our psychiatrists or psychologists will review your assessment information to determine if other evaluations and possibly medication is indicated.
- Even if you are taking medication for your mental health issues, most studies show that therapy is also important to help you achieve the best outcomes.
- When you are improved enough to be finished with our services, we will refer you back to your family doctor.

Appointments

- In order for your treatment to be helpful, we encourage you to keep all your appointments. If you can't keep an appointment, please call by at least 5:00 p.m. the day before to let us know.
- If you miss an appointment, or if you don't call by at least 5:00 p.m. the day before the appointment to cancel (or by 5:00 p.m. Friday if your appointment is on Monday), you will be charged a fee. Even if your insurance doesn't allow this charge, your missed appointment will be noted.
- If you have 3 missed appointments in a 90-day period, your case will be reviewed for possible closure.
- We will remind you 2 days before each appointment; by phone, text or email.

Medications

- You will be asked to provide a complete medical history, including all prescribed and over-the-counter medications you are taking.
- It is important that you keep us up-to-date with any changes to your medications, so you will be asked to review this at every visit.
- Please monitor your medication supplies and request a refill at least 3 working days before you run out by contacting your pharmacy.

Smoking Policy

- All Southwestern properties, except our group homes, are tobacco-free (including e-cigarettes).
- Please help us to maintain this by extinguishing smoking materials before coming to a Southwestern facility.

Service Locations

Downtown Offices

Spear Building

415 Mulberry Street
Evansville, IN 47713-1298
812.422.7558 FX

812.436.4220 First Appointment
812.436.4219 Appointment Desk
812.436.4293 Patient Financial Services
812.436.4222 Medical Records
812.436.4334 Administration and Information

Community Services

410 Mulberry Street ~ Evansville, IN 47713
812.436.4243 PH ~ 812.436.4388 FX

Stepping Stone

4001 John Street ~ Evansville, IN 47714
812.473.3144 PH ~ 812.473.8970 FX

Moran Center

60 S. Stockwell Road ~ Evansville, IN 47714
812.476.5437 PH ~ 812.476.5671 FX

Moulton Center

1 N. Barker Avenue ~ Evansville, IN 47712
812.423.4418 PH ~ 812.422.9977 FX

Gibson Regional Services

320 S. Fifth Avenue ~ Princeton, IN 47670
812.385.5275 PH ~ 812.385.5276 FX

Posey Regional Services

309 N. Sawmill Street ~ Mt. Vernon, IN 47620
812.838.6558 PH ~ 812.838.6559 FX

Warrick Regional Services

315 S. Third Street ~ Boonville, IN 47601
812.897.4776 PH ~ 812.897.4782 FX

School Based Services

414 SE 4th Street, Ste. 101 ~ Evansville, IN 47713
812.428.4880 PH ~ 812.426.2472 FX

24 Hour Emergency/Suicide Hotline

812.423.7791 / 812.422.1100

