

While walk-ins are permitted, the **best course of action** is to contact CRC Admissions Desk at 804-819-4141 with any referrals and questions. CRC Admissions is available 24 hours a day, 7 days a week



www.rbha.org

Crisis Receiving Center

Individual care with a network of support



Admission Desk
804-819-4141

1700 Front Street
Richmond, Va
23222

Program Overview

- Crisis Receiving Center (CRC) is a short-term crisis stabilization unit serving Region 4 catchment area.
- The CRC serves individuals 18 and older who are experiencing urgent behavioral health needs that can likely be stabilized rapidly and require a multidisciplinary response and observation to stabilize the immediate crisis.
- Services at the CRC are episodic in nature and not considered a continuing treatment service.
- All stays at the CRC are 23 hours or less, concluding with referral to clinically assessed, next level of care recommendations.

Program Services

- Clinical assessment and safety planning
- Evaluation by a psychiatric provider and prescription if indicated
- Nursing assessment and diagnostic testing (drug screens and lab tests)
- Clinical interventions and medical monitoring for up to 23 hours
- Care Coordination services to arrange the next level of care
- Resources and referrals for ongoing care



Admissions & Referrals

- Referrals may come from RBHA Clinicians, other Community Services Boards in Region 4, hospital emergency rooms, 988 Community Response Team, police, and may be self-initiated.
- Upon an individual's arrival at the CRC, a licensed mental health professional will conduct an assessment to determine psychiatric and medical necessity criteria and appropriateness for CRC services.
- At this time, services through CRC are voluntary. Individuals arriving with Temporary Detention Order (TDOs) will be directed to psychiatric hospital units.

Discharge & Transition of Care

- All individuals will be discharged from CRC within 23 hours of admission.
- Discharge recommendations to a higher or lower level of care, or to natural supports, will be made and discussed with the individual prior to discharge.
- CRC staff will bridge to a new service provider when needed, including transferring all service documentation.

Program Goals

- Lessen unpleasant symptoms
- Resolve acute intoxication
- Administer diagnostic testing (i.e, drug screens, lab tests)
- Provide medication or other clinical interventions and monitor response
- Determine next level of care