

# **Referral and Assessment Service, Carilion** **CONNECT for New River Valley**

Age Requirements

No Age Requirement

Available 24/7

Yes

Other Eligibility Criteria

People needing psychiatric and behavioral medicine support.

Family

No

Intake Process

Call (800) 284-8898, for an initial assessment.

Telephone consult, assessment scheduled

Provider Refer

Yes

Qualifications

Qualification Type

Licensure

Qualification Entity

Virginia Department of Behavioral Health and Developmental Services (DBHDS)

Qualification Number

039

Self Refer

Yes

Carilion Clinic

<http://www.carilionclinic.org>

Main

(540) 731-7311

Toll-Free

(800) 284-8898

2900 Lamb Circle

24073 VA

United States

## Fee Structure

No Fee

## Languages Spoken

English

CONNECT is a confidential, 24-hour emergency evaluation and referral service provided by Carilion Clinic and available at no cost to members of our community. CONNECT is staffed by psychiatric nurses and clinical social workers who are trained to help people connect to the psychiatric and behavioral medicine support they need to function well.

## HOW DOES CONNECT WORK?

Callers to the CONNECT line speak directly with a professional trained to determine what resources are needed to best address their needs. If indicated, the CONNECT professional may suggest an in-person meeting to discuss possible treatment options. Common symptoms include emotional problems like depression, anxiety, or rage. Behavioral issues, such as substance abuse, may be part of the picture as well.

## THE CONNECT PROCESS

CONNECT services begin with a phone call to 540-981-8181 or toll-free to 800-284-8898. The on-duty CONNECT professional speaks privately to each caller with the goal of learning more about their difficulties. This initial call does not provide treatment or therapy of any kind. It is simply a way to determine the best treatment options. When necessary, CONNECT will contact a psychiatrist to admit the patient to the hospital.

IMPORTANT NOTES:

- CONNECT can perform emergency mental health evaluations at Carilion New River Valley Medical Center during normal business hours and at Carilion Roanoke Memorial Hospital 24 hours a day.
- CONNECT accepts referrals for psychiatric hospitalizations.

Service Area(s)

Floyd County

,

Montgomery County

,

Pulaski County

,

Radford City