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## About Telecare

Telecare is a family- and employee-owned company that has been treating individuals with serious mental illness since 1965. We specialize in innovative, outcomes-driven services for high-risk individuals with complex needs. Our programs are recovery-focused and clinically effective and are designed in partnership with local, county, state and other behavioral health organizations. We currently provide services in California, Texas, Oregon, North Carolina and Nebraska and have over 2,000 employees.

## Telecare's Mission

Telecare's mission is to deliver and manage excellent services and systems of care for persons with serious mental illness.

## Our Statement of Purpose

We exist to help people with mental impairments realize their full potential.



**Telecare Corporation**

# Heritage Psychiatric Center

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# Heritage Psychiatric Center

## **Purpose and Philosophy:**

The Heritage Psychiatric Center was created for people who are experiencing a high level of distress and can benefit from a structured, secure environment while they reduce and stabilize their symptoms and work on the recovery process.

Treatment is based on the belief that even during an acute phase of illness, all people have the potential to rehabilitate and make choices to support their own recovery.

## **Structure:**

Heritage is a 26-bed program. Services are voluntary but are provided in a secure setting. Clients typically stay from 3-7 days. Clients and family members will receive more detailed handbook upon admission to the program.

## **Services Include:**

- Comprehensive evaluation and risk assessment
- Collaborative treatment planning with a recovery focus
- Crisis planning and prevention
- Supportive counseling, on a group and individual basis
- Medication evaluation and management
- Discharge planning, including linkage with community supports and services

## **Special Care Status:**

The program also provides involuntary services for individuals who require that level of support. Individuals who are at imminent risk of harm to self or others may be placed on an involuntary or "special care status." This is done to ensure their safety as well as the safety of others.



## **Staffing:**

The program is well-staffed. Licensed staff are available on every shift, including physicians, and over 35 registered nurses, licensed vocational nurses and licensed psychiatric social workers. Nursing and clinical care are provided around the clock.

## **Who is Served:**

Residents of the East Bay that are covered by major health maintenance organizations (HMOs) or are private pay clients.

The program will not serve any individuals who:

- Have complex medical problems that cannot be treated on an outpatient basis
- Are on a criminal justice hold
- Have drug, alcohol abuse or an eating disorder as a primary diagnoses

## **Accreditation:**

Heritage is accredited by JCAHO, the Joint Commission on Accreditation of Healthcare Organizations.

## **Referrals:**

Because beds are limited, it is ideal to contact the program by phone at 510-535-5115 prior to making a referral. Referrals are accepted 24 hours a day, 7 days a week through this main number.