

How to Access Services

If you or a family member needs emergency mental health services, please call the 24-hour crisis line:

- **Placerville:** 530-622-3345
- **South Lake Tahoe:** 530-544-2219

Contact Information

530-621-6213 **Main**

530-622-2385 **Fax**

Hours of Operation

24-hours-day, 7-days-a-week

About Telecare

Telecare is a family- and employee-owned company that has been treating individuals with serious mental illness since 1965. 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 multiple states and have more than 4,500 employees.

El Dorado PHF

Psychiatric Health Facility



935-B Spring Street
Placerville, CA 95667



*THIS PROGRAM IS OPERATED BY TELECARE CORPORATION
AND FUNDED BY EL DORADO COUNTY BEHAVIORAL HEALTH.*



Telecare Corporation | [Respect. Recovery. Results.](#) | www.telecarecorp.com

What to Expect

Supported Recovery

At El Dorado Psychiatric Health Facility (PHF), we provide intensive mental health and psychiatric treatment services in a safe, welcoming environment for adults experiencing a mental health emergency. We believe that recovery is a deeply personal experience and will do whatever it takes to support your journey during your time with us.

Our secure 16-bed facility has a multidisciplinary team that includes a psychiatrist, social workers, a rehabilitation therapist, registered nurses, recovery specialists, and peer support specialists.

Your recovery plan starts with you. Upon arrival, our diverse clinical team will provide an individualized assessment and work with you every step of the way to support your goals in life.

When you work with us, you can expect the following:

- **Our staff** are passionate, resourceful, and motivated. They are your partners in recovery.
- **Our culture** is based on respect and non-judgment, and we celebrate individual uniqueness. We care about the interpersonal relationships we develop so we can maintain a supportive program setting.
- **Our goal** is to be a place where recovery can thrive and you feel empowered to create the life you want for yourself.

Telecare's mission is to deliver excellent and effective behavioral health services that engage individuals with complex needs in recovering their health, hopes, and dreams.



Admission Criteria

Prior to admission, individuals will have a medical screening performed to determine if they are medically stable to be admitted. Individuals must be 18 years and older, able to take medications and fluids orally, walk without assistance, and have a resting pulse below 100/minute.

Exclusionary Criteria

- Suspected or reported overdose
- Chest pain or difficulty breathing
- Exhibiting signs of drug or alcohol impairment
- Non-ambulatory or ambulatory with assistive devices

Services & Supports

Services are provided directly by our staff. These include but are not limited to:

- Outreach and engagement
- Comprehensive evaluation and risk assessment
- Collaborative treatment planning with a recovery focus
- Coordination of services with overall patient health care needs
- Crisis planning
- Supportive counseling on a group and individual basis
- Medication evaluation and management
- Discharge planning, including linkage with community services and support
- A range of services, including individual and group services, crisis intervention, case management, employment services, and housing support
- Money management/representative payee
- Medication support and education
- Vocational and educational services
- Benefits establishment
- Co-occurring disorders treatment