The Program *Call Sheet*

Ask every program the same seven questions and write down what they say. Call at least three. Compare the answers before you decide, and do not let anyone rush you off the phone and onto a plane.

THE QUESTION	PROGRAM 1	PROGRAM 2	PROGRAM 3
01 **Who will assess my person, and when, before you recommend a level of care?** Listen for: a licensed clinician, before admission.			
02 **Are you licensed by the state, and who accredits you?** Write down the legal name and license number.			
03 **Who will treat them, and how often?** Individual sessions per week, group size, physician and psychiatric care.			
04 **Do you offer medication for opioid or alcohol use disorder, and continue it after discharge?** Listen for: available, supported, follow-up arranged.			
05 **How is the family involved, and who is our contact?** A named person, a set day, family sessions.			
06 **What will this cost in total, in writing, and what happens if they leave early?** Insurance confirmed, extras listed, refund policy.			
07 **What happens the day they leave, and who plans it?** Planning starts early, appointments booked, next level of care named.			

General information, not medical advice. In an emergency, call 911.

Before you call

1. Write down what your person is using, how much and for how long, any past treatment, and any mental health or medical conditions. Every program will ask.
2. Have the insurance card in front of you, or decide your budget if you are paying privately.
3. If you can, ask your person's doctor or therapist which level of care they would look at first.
4. Pick three programs to call. FindTreatment.gov lists licensed programs by location and service.

Check these yourself

- ☐ The license, on your state's own lookup. In Florida, the Department of Children and Families.
- ☐ The accreditation, on the accreditor's website (the Joint Commission or CARF).
- ☐ That the name on the license matches the place you were told about.
- ☐ The cost and the refund policy, in writing, before anyone travels.

Be careful if you hear

- ! An offer of admission before anyone clinical has spoken with your person.
- ! Free flights, a waived deductible or any other gift for choosing them.
- ! Pressure to commit before the call ends.
- ! A helpline that will not name the facility, or that only recommends one.
- ! A promised success rate or a guarantee.
- ! No answer about what happens after discharge.

If your person is not ready. You can still make these calls. Having a program chosen and able to admit quickly makes it easier to act when they say yes. Our guide for families is at alongside-advisors.com/families.

Where Alongside fits. We do not run a treatment program and we neither pay nor accept referral fees. We help families look at the options, make these calls, arrange the admission and plan the return home. Call or text us and we will talk it through.

This sheet is a guide to asking questions. It does not tell you which kind of treatment a person needs; that decision belongs with a licensed clinician who has assessed them. If your person may be at risk of withdrawal from alcohol, benzodiazepines or opioids, talk to a doctor before they stop. If you or someone you know is in crisis, call or text 988. For help finding treatment, call the SAMHSA National Helpline at 1-800-662-4357. "Advisor" is a professional title, not a license, certification or registration. Alongside Advisors provides non-clinical support.