

Your First Call to a Treatment Center

Prepare for the first call, know what to ask, and capture the answers as you go.

Immediate danger: call 911.

Crisis support: call or text 988.

Treatment locator: findtreatment.gov or 1-800-662-4357.

The first call does not have to be perfect. Your job is to get clear answers, write them down, and slow the decision down enough to think.

Before you dial

- [] Have a pen, this sheet, and insurance information nearby.
- [] Write one honest sentence about what is going on.
- [] Choose your top three questions before the call starts.
- [] Ask them to explain costs, availability, and level of care in plain language.

A simple way to start

Say it plainly

"I am calling about treatment for myself / my person. I want to understand the options, the cost, and how soon someone could be seen."

Center name and phone number

Who I spoke with

Their role

Write down their answers

Levels of care available

Soonest availability

Cost and what insurance may cover

What they need before admission

Medical or mental-health support available

Aftercare after discharge

Next step they asked for

If they pressure you to pay immediately, pause. A trustworthy program can give you time to understand the decision.