

Treatment Center Checklist

A practical way to slow down, ask better questions, and notice warning signs before choosing addiction treatment.

Immediate danger: call 911.
Crisis support: call or text 988.
Treatment locator: findtreatment.gov or 1-800-662-4357.

A trustworthy program can explain what it does, what it costs, who provides care, and what happens after discharge. You do not have to make this decision while someone is pressuring you.

Before you call

- ☐ Write down the person's main substance use concerns.
- ☐ List any medical, mental-health, medication, or safety concerns.
- ☐ Have insurance information nearby, if you plan to use it.
- ☐ Ask what level of care they recommend and why.
- ☐ Keep notes from each call in one place.
- ☐ Do not pay a deposit until costs and refund terms are clear.

Center name and phone number

Person you spoke with

What they recommended

Ask every center

1. Are you licensed and accredited?

Ask who licenses the program and whether it is CARF or Joint Commission accredited.

2. What levels of care do you offer?

Detox, residential, PHP, IOP, outpatient, or referral to another provider.

3. Do you treat mental health too?

Ask about trauma, depression, anxiety, medication support, and psychiatric care.

4. Who provides care?

Ask about medical staff, therapists, case managers, credentials, and availability.

5. What is the total cost?

Ask what is included, what is extra, refund terms, and whether it is in writing.

6. What happens after discharge?

Ask about aftercare, family support, relapse planning, and step-down care.

Red flags

Pressure to commit or pay right now

Real help can wait long enough for you to understand the decision.

Promises of a cure

Support can be strong, but no program can guarantee an outcome.

They will not name the facility

Be careful with call centers that avoid saying where your loved one will actually go.

Costs are vague

Get fees, insurance estimates, and refund policies in writing.

No mental-health or medical support

This matters when withdrawal, trauma, medication, or safety issues are involved.

No aftercare plan

Leaving treatment should include next steps, not just a discharge date.

Good signs

Clear answers. Written details. No pressure. Whole-person care that includes mental health, medical needs, family support, and aftercare.

MySA7 does not refer families to treatment centers and does not get paid by providers. Use this checklist to ask better questions, then confirm details with licensed professionals.