



Family Involvement & Communication during Treatment

The staff here at Beach House understands that you have choices in care and we're grateful that you chose us. While I've facilitated your loved one's admission, I will not be a member of their Clinical Team once they're here - so to ease the stress of this process, here are answers to our most frequently asked questions.

How will I know they've safely arrived?

Patients are encouraged to call loved ones themselves to inform them of their safe arrival. The call may occur when we're en route to the facility in our company vehicle, or during the Intake process itself.

Should you not receive this call, you can reach our Nursing lines at the facility at 561-337-3200 then press pound/# then extension 2500, or extension 2507.

When will someone call me with updates?

Your loved one will be assigned an individual Primary Therapist within the first 24-48 hours of treatment. At this point, you'll receive a call from him/her with a direct number and their email, so you'll have a point of contact.

Please understand that therapists are in group or individual sessions for the most part of the day. If you call and are unable to speak to the therapist, please leave a message and they will return your call as soon as they are able to do so. Email is also a very effective form of communication.

Will I be included in the treatment process?

Yes - so long as there's consent. As a medical facility, we can only communicate to individuals if the patient signs a "Release of Information" - a "ROI" is signed during the Intake process. This ROI can either contain the approval to share all details pertaining to treatment, or it could have limitations that only allow us to tell you they are in our program.

Or, because they are adults, they could choose to not sign one at all for you. This is a conversation you may want to have with your loved one before they arrive, if possible. It's important to understand though, if patients arrive and choose not to sign an ROI for someone, the only message we will be able to communicate is: "We cannot confirm or deny this patient's presence here at Beach House. If the patient you're inquiring about is here, I can pass a message along to them requesting they call you." Staff will make every effort to encourage ROIs, but patients are under no obligation to do so, and can also revoke a ROI at any time.

When will my Loved One call me?

First off, for the first 72 hours there is a "blackout" - meaning that we want them to focus on us and their treatment, instead of the outside world. The first 72 hours can be the hardest. Patients will have access to make personal outbound phone calls on approved days, 2 days a week, depending on their primary therapist assignment. (So we can't tell you which days those will be.)

Phone calls can be distracting while in treatment, we encourage phone calls to be kept to a minimum. With further time and communication with their therapists, they will begin to have phone privileges to speak with appropriate individuals. We want to make sure patients don't continue toxic relationships that their addiction may have nurtured. In the event there are things the patient needs to take care of during business hours, the therapist will be able to assist in making that happen.

What if I'm not called within 48-72 hours?

Keep this mantra in your heart for the length of their stay: "No news is Good news."

Sometimes, at the detox level of care, families may only be contacted in the event of an emergency. At detox, family involvement is often limited as the main focus at detox is medical care and comfort. Family involvement is more intentional and helpful after detox is completed.

Can I call you instead, our Admissions Counselor?

Once a patient admits into our program, I have to pass the work on to our incredible Clinical and Medical team, as our focus is simply to facilitate the process into the program.

Your loved one will be assigned a team and respectfully, they need to be your point of contact.

What if I'm not called when I was told, after that 1st call?

Our Clinical Team's focus is on our patients. Sometimes a crisis occurs, for another patient, and our team must prioritize tasks. During business hours, to follow up, you can reach our Front Desk receptionist at the facility at 561-337-3200 then press pound/# then extension 2108.

Email is also a very effective form of communication. It may take 24-48 business hours to return calls or emails that you send to therapists. Please be mindful and respectful of this and allow our team ample time to return your messages.

While this is a stressful process for so many families, we extend our sincerest promise to provide the absolute highest quality of care to our patients. This is the first step towards seeing your loved one healthy and happy, as you've always remembered them.

P. 561-277-6709
E. AdmissionsTeam@beachhousecenter.com
F. 844-833-5612

Beach House Center for Recovery Website

