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ROSECRANCE BERRY CAMPUS

# Supportive Care Program



Rosecrance Berry Campus Supportive Care Program offers brief supportive care and/or case management services to families who are on the waiting list for treatment.

It is our goal to get your child/teen into treatment as soon as possible. The Supportive Care Program is a tool you can utilize during the wait period if a concern arises.

### Services offered through the Supportive Care Program:

- Brief intervention services for a child's/teen's behavior or mood that does not require emergency room attention.
- A session with a mental health professional who will conduct a brief screening of the child/teen and connect the family with resources to help until the person can receive treatment at Rosecrance Berry Campus.

*If the crisis escalates during the session, we may bring in a Screening, Assessment and Support Services (SASS) clinician to help effectively manage referrals.*

**PLEASE UNDERSTAND THIS IS NOT A TREATMENT PROGRAM. MEDICAL STAFF WILL NOT BE AVAILABLE, AND MEDICATIONS WILL NOT BE PRESCRIBED.**

## HOURS

- Monday, Thursday, Friday  
9 a.m. – 11 a.m.
- Tuesday and Wednesday  
1 p.m. – 3:30 p.m.

Walk-ins are welcomed.

*(This schedule could expand depending on the demand for the program.)*

## LOCATION

The Rosecrance Berry Campus  
8616 Northern Avenue  
Rockford, IL 61107

See reverse side for frequently asked questions about the Supportive Care Program.

## FOR MORE INFORMATION

Contact our office at  
815-332-6000.

# Supportive Care Program FAQ

**Q: Will my children see a doctor, receive medication or have medication renewed if we walk in?**

A: No. This program is designed for brief supportive care to help clients who are awaiting access to services. Clients in need of medication must be admitted into a treatment program, have an active mental health assessment and treatment plan, and be regularly attending services. Your child will see a qualified mental health specialist during this visit.

**Q: May we utilize this program at any time?**

A: This program is limited to designated hours. Every effort will be made to assist anyone who arrives at the facility. Crisis care for clients is available 24 hours a day, seven days a week through the CARE line at 1-800-345-9049.

**Q: Will we receive recommendations and/or community referrals?**

A: Yes, we will provide you with a list of recommendations/community resources that will benefit your family during the time that your child is not engaged in treatment programming.

**Q: Do you accept all insurance?**

A: Yes

**Q: Can we use this service to bypass the waiting list?**

A: No, this program is designed to provide access to a mental health specialist while your child is awaiting admission to treatment and to increase the quality of client care.

**Q: Is there a limit on how many times we can access the service?**

A: No, however, frequent use may result in the recommendation to a higher level of care to best meet your needs.

**Q: How do I utilize this service?**

A: The walk-in program will operate during dates and times listed below. Dates and times are subject to federal holidays during which the campus is closed. Appointments cannot be scheduled for this service.

Monday, Thursday, Friday: 9 a.m. – 11 a.m.

Tuesday and Wednesday: 1 p.m. – 3:30 p.m.

**Q: What concerns may not be appropriate for this program?**

A: Clients who are intoxicated, attempting to harm themselves or others, actively hallucinating, or solely seeking medication adjustments are not appropriate for the Supportive Care Program. The SASS program will be more appropriate for individuals in these situations. If you are uncertain whether or not you or your loved one would be appropriate for the program, please call or arrive during walk-in hours; clinicians will help you find the right level of service.

**Q: Is my child guaranteed to be seen?**

A: No, clients will be seen based on volume of clients waiting, level of severity and the qualified mental health professional's assessment.