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# RBHA OPERATIONS

DURING COVID-19

## JANUARY 4, 2021 - UNTIL FURTHER NOTICE

RBHA Offices will be open by  
APPOINTMENT ONLY.

No Access to any RBHA Facility will  
be allowed without an appointment.

**\*\*You MUST call your Case Manager  
or 804-819-4000 (Main Line) to make  
an appointment before coming to any  
RBHA facility.**

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## WE ARE HERE TO HELP

RBHA is making every effort to  
reduce exposure of our staff and the  
individuals we serve by minimizing  
face-to-face contact when possible.  
RBHA is committed to contributing to  
the community slowdown of the  
spread of COVID-19.

If you are in need of behavioral health  
or developmental services, please call  
804-819-4000 for more information.



## RICHMOND CITY CRISIS RESPONSE 24|7|365

If you are experiencing a psychiatric emergency, call **804-819-4100**.

## CRISIS STABILIZATION UNIT (CSU)

Operating with limited admissions. Call **804-819-4000** for more  
information.

## REACH CRISIS RESPONSE

**Region 4 Mobile Crisis LINE - 1-833-968-1800**

No face-to-face interventions in hospitals. Utilizing telephone and  
electronic interventions.

## CREST CRISIS RESPONSE

**Region 4 Mobile Crisis Line 1-833-968-1800**

No face-to-face interventions in hospitals. Utilizing telephone and  
electronic interventions.

## RAPID ACCESS (SAME DAY ACCESS)

Rapid Access is the process to start mental health and/or substance use  
disorder treatment services at the RBHA. Rapid Access will continue to  
operate **Monday-Friday 8:00am-2:00pm** throughout COVID-19 and  
building closures. Please call **(804)241-9621** to start the Rapid Access  
assessment process and get more information.

## MEDICATION, PSYCHIATRY, AND PHARMACY ACCESS

RBHA has implemented a Tele-Med protocol when possible.

RBHA Offices are open by APPOINTMENT ONLY, including the RICH  
Clinic and OBOT Services.

**Please call your Case Manager or RBHA Main Line 804-819-4000.**

## CASE MANAGEMENT AND SERVICE COORDINATION

RBHA has implemented a Telehealth protocol for case management  
services.

**\*\*You MUST call your Case Manager or 804-819-4000 (Main Line) to  
make an appointment before coming to any RBHA facility.**

## NORTH CAMPUS RESIDENTIAL SERVICES

RBHA is accepting referrals with limited admissions. Please send all  
referrals through the following link: [www.rbha.org/NCReferral](http://www.rbha.org/NCReferral)

AliveRVA Warm Line - **1-833-473-3782** - Everyday 8am - 12Midnight