

HOURS OF OPERATION

OFFICE HOURS

Monday - Friday, 6am - 3:30pm

OBSERVED OFFICE HOLIDAYS

New Years' Eve & New Years' day
Martin Luther King Jr. day
Presidents' day
Easter Monday
Memorial Day
Juneteenth
Independence Day
Labor Day - Friday & Monday
Election Day
Veterans Day
Thanksgiving Holiday – Thursday & Friday
Christmas Eve & Christmas Day

PRIVACY STATEMENT

RBHA understands your privacy is important. We are required by law to maintain the privacy of protected health information and to provide you with notice of legal duties and privacy practices with respect to protected health information. For additional information concerning our Privacy Policy, please contact: RBHA Privacy Officer at 804-819-4084.



RBHA RECOVERY *PLUS*

15 W. Cary St.
Richmond, VA 23220

804-644-4636
www.rbha.org



Working together
toward hope,
recovery, and
independence.



ORIENTATION
BROCHURE

HOURS OF OPERATION - PHARMACY

PHARMACY DOSING HOURS

Monday - Friday, 6am - 12noon

Saturday, 6am - 10am

Sunday - closed

The medication dosing hours are six days a week, year-round, with the exception of the holidays listed below.

Please note that on 'short days' the pharmacy is open on an abbreviated schedule of 6am- 10am:

New Year's Day- closed
Martin Luther King Day- closed
President's Day-short
Easter Monday- short
Memorial Day- closed
Juneteenth- short
Independence Day-closed
Labor Day-closed
Election Day- short
Veteran's Day-short
Thanksgiving- closed
Friday after Thanksgiving- short
Christmas Eve- closed
Christmas Day- closed

Telecommunications Device for the Deaf (TDD) access is on line by direct connect at 804-819-4145.

ABOUT RECOVERY *PLUS*

MEDICATION ASSISTED TREATMENT (MAT)

Recovery *Plus* offers medication assisted treatment (MAT) – methadone - for individuals diagnosed with opioid dependence. RBHA utilizes the American Society of Addiction Medicine (ASAM) Criteria to determine if an individual meets criterion for this type of outpatient substance use treatment. In addition to treatment with medication, Recovery *Plus* offers individual therapy and group counseling sessions. This is a voluntary program that complies with all local and federal regulations.

Recovery *Plus* serves individuals 18 years of age and older.

If you are experiencing a psychiatric emergency, call RBHA Crisis at 804-819-4100.

ADDITIONAL INFORMATION

PARKING POLICY

Patient parking limited to the Recovery *Plus* parking lot, and on adjacent streets (Adam, Cary, Canal). Parking in handicap spaces requires a handicap sticker or permission from security. Unattended vehicles left in the parking lot overnight will be towed at owners expense. Parking in the neighboring businesses' parking lots and loitering in the parking lot is prohibited.

CONSUMER RIGHTS, COMPLAINTS, AND SUGGESTIONS

Every individual receiving services is given a copy of their rights and responsibilities at the beginning of services. The employee working with you will explain these rights and responsibilities to you and what you can do if you feel you have not been treated fairly. Your case manager will provide information on the Medicaid appeal process when appropriate. If you have a complaint you may ask to address your concern with the Supervisor of your services or you may contact the RBHA Quality Division's Consumer & Family Affairs Advocate at (804) 819-4078. Suggestion Boxes are also located in the pharmacy waiting area. Your input and suggestions as to how we can improve upon our services delivery is very important and welcomed.