

RBHA OPERATIONS

DURING COVID-19

APRIL 1, 2020 - JUNE 10, 2020

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.**

WE ARE HERE TO HELP

RBHA is making every effort to
minimize face-to-face contact, reduce
exposure of staff and individuals
receiving services or individuals in
need of services, and to contribute 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

24|7 CRISIS & REFERRAL LINE - 1-855-282-1006

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

CREST CRISIS RESPONSE

Referral Line 844-729-6954

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

Working to implement a Tele-Med protocol.

UPDATE: RBHA Offices open by APPOINTMENT ONLY Wednesday
April 1, 2020 through Wednesday June 10, 2020.

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

CASE MANAGEMENT AND SERVICE COORDINATION

No face-to-face services. Utilizing telephone and electronic
interventions.

****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

Accepting Referrals with limited admissions. Please send all referrals
through the following link: www.rbha.org/NCRReferral

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