

THE POSTING BOARD

TREATMENT CENTER QUESTIONNAIRE

Name of representative on call 1 _____ Date _____

Name of representative on call 2 _____ Date _____

Name of representative on call 3 _____ Date _____

Name of representative on call 4 _____ Date _____

Phone number _____

Program name _____ Website _____

Address _____

Executive/Director Information

The quality of service in a treatment program heavily depends on the executive and clinical staff leading it. Therefore, thoroughly researching the leadership team is a vital step in assessing the potential effectiveness of the program.

Program Owner _____ CEO/ED _____

Director of Operations _____ Admissions Director _____

Clinical Director _____ Clinical Director License Type _____

Medical Director(s) _____

Nurse Practitioner(s) _____

The Questionnaire for Drug Rehab, Mental Health, and Addiction Treatment provided by The Posting Board is intended solely for informational and educational purposes. This questionnaire is designed to assist individuals in gathering information and making informed decisions when seeking drug rehab, mental health, or addiction treatment programs. Please be aware that the information collected through this questionnaire is not a substitute for professional advice, diagnosis and does not replace the expertise of qualified healthcare professionals. The results obtained from this questionnaire are based on the responses provided by the user. They should be used as a starting point for research and discussion. The Posting Board is not responsible for any decisions individuals make using this questionnaire or any outcomes resulting from those decisions. We strongly encourage you to seek advice from healthcare professionals, conduct thorough research, and carefully consider all options before selecting a drug rehab, mental health, or addiction treatment program.



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Admissions Information

When seeking treatment, it's essential to understand the call-in process and ensure you're communicating with the right person. If you locate a program online, you could inadvertently contact a call center or third-party company that earns money by placing clients into treatment. This approach might give you a partial picture of the program. Therefore, we highly recommend speaking directly with an admissions or intake professional that works in the treatment program of interest. This step ensures you receive accurate and specific information about the program. For direct contact information, consider using resources like ThePostingBoard.com, Yelp, or Google to find the company's listing and phone number.

Am I speaking with a placement call center or directly with the admissions department of treatment program: **Call Center** _____ **Treatment Center** _____

Call Center	Treatment Center
How many programs do you take calls for? _____	Reps email address (should have program name in email)
Can I speak with someone from the program Yes___No___	Is your admissions open 24 hrs.?
Do you share my Insurance info with other programs	Do you share my Insurance info with other programs
If yes with who	If yes, with who
Website for call center	Is program in or out of network with insurance?
Are programs in or out of network with insurance?	Do you admit 24 hrs.? a day

Program Profile

Number of Locations _____ **Age of Program** _____ **Total Number of Beds** _____

Levels of Care Detox Residential Partial Hospitalization Intensive Outpatient
Outpatient Halfway House

Client to therapist ratio? _____ **Number of groups per day** _____

Who runs the groups _____ (ask for program schedule)

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Program Profile Continued

How many 1 on 1s per week with therapist? _____

How many 1 on 1s per week with psychiatrist? _____

Are Dr's full-time or part-time employees? _____ Are they ABAM certified? _____

- Check Physicians Board Certification Status at - <https://www.certificationmatters.org/find-my-doctor/>
- Check Physicians American Society of Addiction Medicine Status at - <https://asam.users.membersuite.com/community/physician-directory>

Is facility Joint Commissioned? Yes____ No____ CARF accredited? Yes____ No____

The Joint Commission. Is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards.

- Search Joint Commission Status at - <https://www.qualitycheck.org/>

CARF assists service providers in improving the quality of their services, demonstrating value, and meeting internationally recognized organizational and program standards.

- Search CARF Provider Status at - <http://www.carf.org/providerSearch.aspx>

Are you a 12-step program? _____ if yes, which 12 steps _____

Do you offer alternatives to the 12 steps? _____ If yes, what are they? _____

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Program Profile Continued

What specialty programming do you offer _____

Do clients leave the premises? Yes _____ No _____ If yes what for? _____

Do you have an alumni program? Yes _____ No _____ If yes, what types of alumni events do you host? _____

Do you have a family program Yes _____ No _____ If yes when is it? _____

Insurance/Financial

What services are NOT covered by insurance in treatment? _____

What is the protocol if insurance denies treatment after a client is admitted _____

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Insurance/Financial

What is the discharge protocol for clients who do not complete treatment either voluntarily or who are administratively discharged? _____

What is the refund policy if treatment is not completed? _____

Staff Credentials/Training

It's crucial to ask about the training of the Behavioral Health Techs who often spend the most time with clients but may need more extensive training and understanding in dealing with addiction. Also, ensure that therapists have specialized training, like being a Certified Addiction Professional (CAP) or an equivalent, depending on the state. This ensures you or your loved one receive professional care attuned to the complexities of addiction treatment

Have the behavioral health techs certified to work with substance abuse clients

Yes___ NO___ If yes what type of training did they receive? _____

Who are your therapists? _____

What type of licenses do the therapist hold? _____

Do they hold a certification in addiction? _____ If so what are the credentials _____

Do you have a welcome packet on what to bring and what to expect in treatment and a brochure on the program Yes _____ No _____

