

# Hospital Services

Psychiatric Urgent Care  
Inpatient  
Partial Hospitalization



# Hospital Services

At Pine Rest, we provide life-changing care. Our comprehensive behavioral health and integrated substance use disorder services help individuals and families better maintain their well-being so they and their families can lead the healthiest lives possible.

## Contact Us 24/7

### ACCESS CENTER

800.678.5500

616.956.9600 TTY

Any time you, a family member, friend or patient is experiencing behavioral health problems, call our Access Center. You'll be connected to a masters-level clinician who will consult with an experienced physician, and together they will make a preliminary assessment over the phone, recommend the appropriate level of treatment and help you decide what treatment can help.

## Where We're Located

### Hospital Admissions

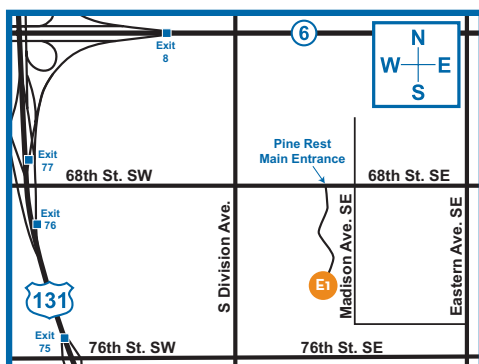
### Psychiatric Urgent Care Center

300 68th Street SE

Building E, Entrance E1

Grand Rapids, Michigan 49548

Turn onto the main entrance for our campus and follow the blue signs to Building E. Please use entrance E1.



The Rapid Route 10 serves our campus.



## Psychiatric Urgent Care

**616.455.9200**  
**[pinerest.org/urgent](https://pinerest.org/urgent)**

Our urgent care is designed to provide immediate assessment and treatment for adults (age 18+) experiencing acute psychiatric symptoms who cannot wait for a routine outpatient appointment. Open daily except major holidays. Walk-ins are welcome. See our website for hours. Call ahead with questions, if you'd like a virtual appointment or if you have Medicaid.

### **Visit urgent care if you or the individual is experiencing:**

- Depression
- Anxiety
- Panic attacks
- Disturbing thoughts
- Suicidal thoughts
- Acute grief reactions
- Trouble managing daily activities
- Substance use disorders

### **Services**

- Level of care determination
- Social work assessment
- Psychiatric assessment
- Illness education for patient & family
- After care plan

# Inpatient Programs

Our units are designed for persons who experience significant behavioral health issues. The hospital provides a safe environment in which individuals can begin to heal. Unit assignment is based on age, behavioral concerns, and the treatment needs of the patient.

Patients will receive individualized treatment which may include:

- Psychiatric, psychosocial and medical assessment
- Psychological testing
- Medication education, evaluation and management
- Individual consultations and aftercare planning
- Group therapy
- Family consultations and therapies
- Recreational and occupational therapy
- Spiritual assessment and support

Our professional and experienced staff includes psychiatrists, nurse practitioners, physician assistants, psychologists, clinical social workers, registered nurses, case managers, occupational therapists, chaplains, other mental health professionals and psychiatric and nurse technicians. The goal is crisis stabilization followed by development of an individualized after-care plan.

## Adult Units

For an adult struggling with depression, stress, anxiety, or other mental health conditions, the decision to seek help can be a difficult one. You can feel comfortable knowing that Pine Rest has expertise in every form of treatment, offered in a range of settings and locations. We draw on all these resources to design a treatment plan to fit each person's needs.

Our specialty services for adults include treatment for stress, anxiety, panic disorder, depression, mania, perinatal mood and anxiety disorders, grief, suicide prevention, as well as spiritual consultation. Average length of stay is eight to 10 days.

Our **Redwood Unit** offers a unique psychiatric inpatient hospital experience dedicated to the treatment and care of adults with a co-occurring substance use and mental health disorder. It's one of only a few inpatient psychiatric facilities in the country fully integrating treatment for mental illness and substance use.



### **Child and Adolescent Units**

Our clinicians are experienced in identifying warning signs and assessing a child's situation. After a personal visit, the parent(s) or guardian(s) and the assessment team will determine if hospitalization is necessary.

The units focus on crisis stabilization in an environment that provides safety and therapeutic interventions. Average length of stay is six to eight days. Regular contact is made with families and outside providers to assist in the treatment. Aftercare plans are designed to continue the healing process. Parents will be partnered with a collaborative multidisciplinary team to develop a treatment plan that meets their child's needs.

Family involvement is important to the healing process, and we make every effort to schedule convenient family counseling sessions during a child's hospital stay.

### **Older Adult Unit**

Growing older is a natural part of life. Advancing age may bring a loss of independence and declining physical abilities. Both are factors in the special mental health needs of older adults. At Pine Rest, we have a complete assessment program for older adults and significant experience with successful treatment.

We provide the full continuum of individualized care, offered in a comfortable, supportive environment. We believe in preserving and encouraging independence, and we always provide care that is safe and practical for each individual. Average length of stay is 15 to 20 days.



Our specialty services include treatment for behavioral changes due to dementia, depression and anxiety, as well as medication management. Families often suffer as much as their older family members, so part of our program is designed especially for families, and we offer a support group for families and friends. We help them understand the changes in their loved one, learn what to expect, and how to build coping skills.

## Partial Hospitalization (Day) Programs

Our day programs provide an opportunity for more intensive treatment while allowing patients to return home in the evening. Programs offer short-term, intensive treatment. The programs focus on development of healthy coping skills to manage an acute crisis. Average length of treatment is five to seven days. Lunch is available.

During treatment, a patient will be evaluated and treated by a team that includes a psychiatrist, masters level case manager, nurse, activity therapist, chaplain and patient care providers. Treatment focuses on a variety of psychosocial concerns, communication and relationship skills, and basic stress management. Each patient meets individually with his/her psychiatrist/nurse practitioner, physician assistant and case manager to set treatment goals, manage medication and develop an after-care plan. Daily activities center around group therapy and classroom settings.

### Adult Program

This program is for adults, age 18 and over, who meet the criteria for admission and cannot be adequately treated through traditional outpatient services. The program meets Monday – Friday. Therapeutic group sessions are 45 to 90 minutes in length and led by a variety of mental health professionals.

### Child and Adolescent Programs

These programs are specifically designed for children and adolescents, ages 5 to 17, who meet the criteria for admission and cannot be adequately treated through traditional outpatient services. Therapeutic group sessions are 45 to 90 minutes in length and are led by a variety of mental health professionals.

## **Mother and Baby Program**

One of the first in the country, the Pine Rest Mother and Baby Program provides a unique opportunity for women with perinatal mood and anxiety disorders to receive treatment in an environment which enhances mother/baby bonding. Our program includes a nursery, allowing mothers to bring their babies up to eight months old with them on a daily basis. This feature eliminates many barriers to women seeking treatment such as separation from the baby, as well as child care and feeding issues. The program operates Monday – Friday.

The program treats a number of perinatal mood and anxiety disorders during pregnancy and postpartum, including:

- Anxiety
- Bipolar Mood Disorders
- Depression
- Obsessive Compulsive Disorder
- Postpartum Psychosis
- Post Traumatic Stress Disorder

Women learn skills to help them deal with stress, anxiety and intrusive thoughts that may occur when caring for their child. Groups and classes focus on a variety of topics including self-care, mother/baby bonding and child care including nutrition, relaxation and infant soothing skills.



## How to Refer a Patient to Pine Rest

If you have a patient in crisis, a call to our Access Center is an important step. Your call helps us gather information for a safe admission and determine if Pine Rest has an appropriate bed available. Clinicians are available 24-hours-a-day, 7-days-a week.

### Access Center for Hospital Admissions

800.678.5500

616.455.9200

The following details are needed when a referral is made:

- Patient Name
- Birth Date
- Address & Phone Number
- Insurance Policy Holder Data
- Outpatient Provider
- Current Problem & Symptoms
- Addictions Data: current use
- Significant Medical Problems
- Medication(s)

**For a scheduled evaluation, the patient and/or guardian must bring:**

- Driver's License or Other Picture I.D.
- Insurance Card(s)
- Social Security Number
- Court Papers
- Custody Papers
- Medication List



**[pinerest.org/finding-care](https://pinerest.org/finding-care)**

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