



A Guide to Pine Rest

For Pine Rest's Community Partners

Thank you for partnering with us to help your patients on their recovery journey. Pine Rest Christian Mental Health Services provides a full continuum of services for people with mental and behavioral health disorders, substance use disorders, and developmental disabilities. This handout reviews our outpatient and hospital services, how to refer to different levels of service, and how to access information about your patient.

We participate with most health insurance plans, including HMOs. Our staff is happy to assist you or your patient with questions about coverage and payment.

We also offer residential and community services. Visit pinerest.org/our-services to learn more.

We are eager to connect with health care providers. Please contact a Pine Rest Referral Relations Coordinator to request an individual meeting, tour, or group presentation.

Schedule Presentation or Tour
616-222-4555
referralrelations@pinerest.org

Outpatient Services

Counseling, Therapy & Psychiatry

Through a network of clinics located in Northern, Southwest and West Michigan, we provide individual, couples, family and group counseling, psychotherapy and psychiatry for a wide range of concerns in addition to our specialties including: family and relationship conflict, abuse, caregiver stress, coping with an illness, grief and trauma.

Testing & Assessments

The Psychological Consultation Center specializes in assessing the relationship between behavior and brain function using state-of-the-art tests and a comprehensive clinical history. We work closely with the primary care physician and others to ensure that evaluation results are used to obtain the best possible intervention or treatment. Testing and assessment is provided for the following:

- Anxiety disorders
- ADHD & other learning disabilities
- Autism spectrum disorders (meets all new ACA insurance requirements)
- Brain injury
- Dementias (e.g., Alzheimer's)
- Depression & other mood disorders
- Premature birth-related problems
- Prenatal drug/alcohol exposure
- Pre-surgical evaluations

Substance Use Disorders

Pine Rest offers a full continuum of services for people with substance use disorders. These programs welcome those who have co-occurring mental health disorders. Referred patient will be scheduled for an assessment to determine the appropriate level of care.

- Intervention and Family Services
- Outpatient Services
- Short-term Residential and Detoxification Unit
- Outpatient Opioid Detoxification Program
- Partial Substance Use Hospitalization Program
- Integrated Hospital Treatment for Patients with Co-Occurring Disorders
- Intensive Outpatient Services (IOP)
- Relapse Prevention Group

Referring for Outpatient Services

Referrals are best made via fax, but can also be made by phone. For a copy of the referral form, call or visit pinerest.org/partners. Referrals can also be made through Great Lakes Health Connect.

Outpatient Referrals
Fax: 877/242-6963
Phone: 866/852-4001

Hospital Services

Our hospital-based services help people gain stability and hope. While at Pine Rest, patients build a set of coping skills that are an important foundation in their recovery. Patients interact with physicians, nursing staff, case managers, activity therapists, and other health care professionals. Pine Rest coordinates after-care with family, medical practitioners, and/or any mental health providers to ensure the patient has support after discharge.

Inpatient

Our inpatient hospital units provide a safe space for patients who are in crisis and require 24-hour supervision to remain safe. Unlike traditional medical hospitals, patients spend the majority of their time out of their rooms, with one another. Patients are placed on specialty units based on gender, age, and behavioral concerns. Specialty units include an Older Adult Unit, Child and Adolescent Unit, Psychiatric Medical Unit, and a unit for adults with co-occurring substance use and mental health disorders.

Day Programs

Our partial hospitalization programs provide an opportunity for short-term, intensive treatment while allowing patients to return home in the evening. Average length of treatment is 4 to 5 days. Lunch is available in our cafeteria.

- **Adult Program:** age 18+
- **Child and Adolescent Program:** ages 5-17
- **Mother and Baby Program:** pregnant women or mothers of young children with postpartum depression, anxiety, or other perinatal mood disorder; nursery provided for infants

Referring for Hospitalization

If you have a patient in crisis, a call to the Contact 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. Primary care physicians, therapists, and psychiatrists receive hospital courtesy calls, provided a release of information has been signed. Staff from Pine Rest's Contact Center will notify you that your patient has been admitted and let you know who to call for information.

Pine Rest Contact Center
616/455-9200 or 800/678-5500

The following details are needed when a referral is made:

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

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

Accessing Patient Information*

Outpatient Services:

Call the clinic where the patient receives services. Clinics are listed at pinerest.org/locations

Hospital Services:

Call Health Information Management at 616-281-6349.

*In compliance with both The Michigan Mental Health Code and HIPAA, we can only share information with you if the patient has signed a release of information. If you are unable to get the information that you are requesting, releases are available at pinerest.org/partners

