

While walk-ins are permitted, the best course of action is to **contact CRC Admissions with referrals and questions.**

CRC Admissions is available 24 hours a day, 7 days a week



**Call for a Referral**

**804-819-4141**

## Program Goals

- Lessen unpleasant symptoms
- Resolve acute intoxication
- Administer diagnostic testing (i.e, drug screens, lab tests)
- Provide medication or other clinical interventions and monitor response
- Determine next level of care

## Contact Information



CRC Admission Desk  
804-819-4141



1700 Front Street  
Richmond, Va 23222



[www.rbha.org](http://www.rbha.org)

**23 HOUR SERVICES**

**RBH** RICHMOND  
BEHAVIORAL  
HEALTH

# Crisis Receiving Center (CRC) Program



Individual care  
with a network of  
support

# What is the RBHA Crisis Receiving Center?

RBHA's Crisis Receiving Center (CRC) is a short-term crisis stabilization unit serving Region 4 catchment area.

The CRC serves individuals 18 and older who are experiencing urgent behavioral health needs that can likely be stabilized rapidly and require a multidisciplinary response and observation to stabilize the immediate crisis.

Services at the CRC are episodic in nature and not considered a continuing treatment service.

All stays at the CRC are 23 hours or less, concluding with referral to clinically assessed, next level of care recommendations.

# Discharge & Transition of Care

- All individuals will be discharged from CRC within 23 hours of admission.
- Discharge recommendations to a higher or lower level of care, or to natural supports, will be made and discussed with the individual prior to discharge.
- CRC staff will bridge to a new service provider when needed, including transferring all service documentation.

# Admissions & Referrals

Referrals may come from RBHA Clinicians, other Community Services Boards in Region 4, hospital emergency rooms, 988 Community Response Team, police, and may be self-initiated.

Upon an individual's arrival at the CRC, a licensed mental health professional will conduct an assessment to determine medical necessity criteria and appropriateness for CRC services.

At this time, services through CRC are voluntary. Individuals arriving with Temporary Detention Order (TDOs) will be directed to psychiatric hospital units.