

## Financial Services

Mercy First Step is a service of Mercy Behavioral Health, which is a department of Mercy Medical Center – Des Moines. All services provided by Mercy Behavioral Health are billed through the hospital billing system. When services are provided, we do obtain information about your insurance coverage. A financial counselor is available to address the following concerns: amount of co-payment or financial obligations, information about estimated cost of treatment and options for possible coverage or assistance if you do not have health care insurance.

## Coordinated Services

Because some patients need more than one type of service, the First Step staff works closely with other social and psychological services at Mercy Behavioral Health. If needed, we coordinate services with other community resources.

## Substance Abuse Consults

You can receive a substance abuse evaluation by Mercy Behavioral Health as soon as possible following discharge from Mercy Medical Center – Des Moines. Call the Mercy Behavioral Help Center at (515) 271-6111, option 1, to arrange a same-day appointment. We can see you right away to begin the treatment process.

### **Mercy Behavioral Health Help Center**

(515) 271-6111  
or (866) 595-4959

Mercy Behavioral Health Help Center is the starting point to access Mercy Behavioral Health – including Mercy First Step.

**The Help Center is available when  
you need assistance – 24 hours a  
day, seven days a week.**



# Mercy First Step

The road to alcohol and substance recovery begins with a first step – Mercy First Step. Our confidential services offer the least restrictive and most appropriate care to individuals and patients. Mercy First Step offers an array of treatment options for anyone suffering from alcohol and substance abuse problems. Mercy First Step does not require a physician's referral for treatment.

### Evaluation and Assessment

Mercy First Step treatment begins with each individual being assessed and referred for the appropriate level of care by Mercy Behavioral Health Help Center. The assessment includes a thorough review of the presenting issues, substance abuse history, physical and mental, family and peer relationships/supports and previous treatments. A physician's referral is not necessary for assessments, which are available 24 hours a day, seven days a week. To arrange for an assessment, please call the Mercy Behavioral Help Center at (515) 271-6111.

After the initial assessment, the appropriate level of care will be recommended depending on the needs of the clients and their families. Mercy First Step offers the following programs:

### Outpatient Services

Mercy First Step offers outpatient substance abuse treatment. Our multidisciplinary teams of clinicians provide an array of

different services, including treating clients that have both a chemical dependency and an emotional or psychiatric illness (co-occurring disorders). Services generally include individual counseling, group therapy, education, family therapy, peer support, community resources and continuing care.

The hours of participation and length of treatment is based on each individual's needs, which is developed by the patient, family and Mercy First Step. The program is staffed from 8 a.m.-9 p.m. Monday through Thursday. The Mercy Behavioral Help Center staff is available for urgent and emergent issues that arise during non-working hours by calling (515) 271-6111.

### Detoxification

Patients who need to be medically monitored during withdrawal from substances are assessed and referred for detoxification. This may be provided on the Mercy Behavioral Health adult psychiatric unit or at Mercy Medical Center – Des Moines.

### Adolescent Programming

This program offers individualized services to assist teenagers and their families in coping more effectively with problems associated with substance abuse or dependence. This program includes a comprehensive initial assessment by the Mercy Behavioral Health Help Center. Client's individual needs guide the clinician's choice of treatment methods, level of intensity and length of services. The services include individual counseling,

group therapy, education, family therapy, peer support, dual diagnosis, community resources and continuing care.

### Family Support

We believe that family involvement is an important aspect of the client's recovery process. Our family program includes individual counseling, group therapy and educational services. These services are offered to the relatives and significant others involved with clients admitted to our programs.

### Continuing Recovery

Clients who have successfully completed treatment are invited to participate in our continuing recovery services, as appropriate. Weekly peer support groups are offered, as well as staff facilitated aftercare, at no extra charge to the clients.

### Relapse/Re-treatment

This program is for people who have successfully completed treatment, but have ongoing difficulties maintaining sobriety or abstinence. Treatment options may include outpatient services or ongoing aftercare programs.