

Before You Call a Treatment Provider

Have somewhere to write the answers. If a trusted person is helping, decide what you want them to ask or share.

Words You Can Use

"I am looking for help with [your concern]. Are you accepting new patients? What happens first, who does the assessment, and what is the wait?"

Keep notes private. Write or type short notes. Use another copy if you need more room. Save and reopen the PDF to check your answers.

Your main concern and question

What would you like help with? What answer do you most need today?

Program and call details

Name, number, date, person you spoke with and a way to follow up.

Assessment and first appointment

Who conducts it? How do you arrange it? What should you bring?

Services and practical fit

Ask about treatment options, visit schedule, costs and accessibility needs.

The next action

What happens next, who will do it and when? What is still unconfirmed?

If the first person cannot answer

Ask who can explain the clinical services, the schedule or the costs. Different people may handle different parts of the process. [2]

Sources

[1] [SAMHSA: Asking for help](https://www.samhsa.gov) (samhsa.gov)

[2] [NIAAA: Questions for treatment programs](https://alcohol.treatment.niaaa.nih.gov) (alcoholtreatment.niaaa.nih.gov)

[3] [SAMHSA: Choosing quality treatment](https://www.samhsa.gov) (samhsa.gov)