

# LAUREL RIDGE

## TREATMENT CENTER

### Admissions Department

#### Tips for Transferring Individuals to Acute Care Services

1. Call 1-800-624-7975 for the Switchboard and ask for Admissions or call direct to Admissions at 1-210-491-3591.
2. Give as much information as you can about your referral, i.e. Name, age, medical and psychiatric clinical information, payer source and referring physician.
3. We will coordinate the MD-to-MD report, give you all the information you need to complete your Memorandum of Transfer (MOT) and help set up your Nurse-to-Nurse report.
4. We have two acute adult units (36 beds), a 20-bed child acute unit and a 20-bed adolescent unit. In addition, we have 100+ residential beds for children and adolescents and day programs for all ages. Acute care services are often full and we can help schedule around the "waiting list."
5. Laurel Ridge also offers Partial (Day) Hospital and Intensive Outpatient Programs, and the referral process is the same, and patients may transport themselves for assessment.
6. Transportation arrangements for acute admissions is by transferring MD order, and is coordinated by the sending facility. Ambulance service must be medically justified to be paid by third party payer, but an individual who is suicidal, homicidal or psychotic will easily meet this justification.  
Families often take suicidal patients home instead of to the receiving facility, and tragedy can be the result. Be conservative in your approach to transportation
7. Involuntary admissions are complicated, but we handle both Emergency Detention and Orders of Protective Custody. Occasionally, we have challenges sending patients from Laurel Ridge to other counties' state hospitals. We may advise you on how to access other services that may be more appropriate for your situation.

We can talk you through many difficult dilemmas and help you to assist the family and patient with issues of resources, programs available and how to access community resources in and around San Antonio.

For problems, please call Shawn Owens, the Director of Admissions and the Mobile Assessment Team at 210-491-3584 or have the Switchboard page after hours. Shawn's email for non-urgent questions is [sowens@psysolutions.com](mailto:sowens@psysolutions.com).

