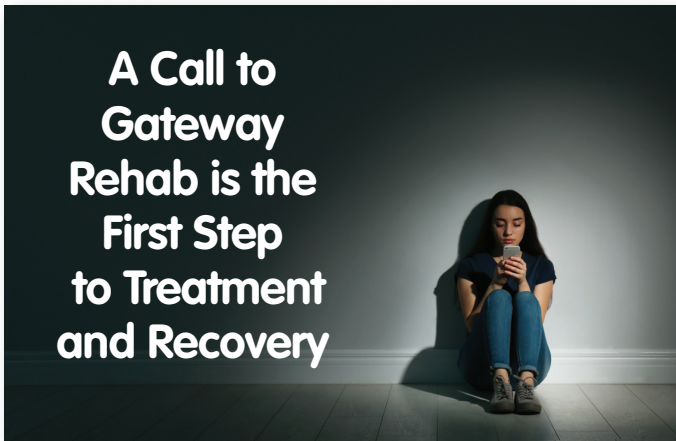




Western Pennsylvania Guide to Good Health

Health News You and Your Family Can Use



By Nancy Kennedy

At Gateway Rehab Center, persons who have made the brave decision to begin recovery from substance use disorder will find a warm welcome. “Welcome” is more than a word of greeting at Gateway; it’s a philosophy that permeates the facility, inviting, embracing and encouraging people to take the first step of a journey to recovery and restored life.

The process of assessment and admission to Gateway’s inpatient and outpatient programs is notably simple and streamlined, easing the experience as much as possible. Abby Jolley, MS, Director of Evaluation Services at Gateway, explains that this is purposeful. “If a patient has made the choice to call, we have a team of clinicians who are ready to facilitate an admission. For an inpatient admission, if a bed is available, an admission can be scheduled fairly quickly, sometimes within one hour.”

Gateway will take calls for evaluation and possible admission at anytime, 24/7, 365, even on Christmas. “We are always here,” Jolley says. “You can call in the middle of the night, and a clinician will answer.” At the initial call, the Scheduling Department will do a brief screening and ask questions to determine why you are calling. They gather the information and direct your call to inpatient or outpatient evaluation. The staff members who take this first call are very compassionate and professional; they understand that making this call is the first step.

“The staff are friendly and they will try to make you comfortable. If you have questions about admission or treatment in general, you can ask. Making the call to Gateway does not



mean that you are obligated to sign up for treatment. You are simply learning your options. We are also happy to talk to family members and educate them about treatment and how to help their loved ones get into treatment.”

“For inpatient admissions, we can do an assessment over the phone. For outpatients, we offer both telehealth and in-person appointments.”

The first step for an admission to treatment, Jolley says, is gathering information. “For all patients, we use ASAM criteria. We complete a biopsychosocial assessment that gathers information regarding substance abuse, mental health and medical history. Additionally, we ask about current living situation, daily environment, previous treatment, legal history, and motivation for treatment.”

“Our clinicians have a variety of professional backgrounds. Most have master’s degrees and many are licensed therapists. Our team is outstanding: well qualified, highly skilled and passionate about the work they do. They are strong advocates for the patients. It’s not a stress-free job but it’s a highly satisfying one; every day, we work with people who are in crisis, under the influence or even suicidal. They need our expert help. We are here because we believe in the capacity of people to recover and restore their lives, with the right support and individualized treatment. It can be hard to take this first step of calling, and we understand that.”

Admission to Gateway is a streamlined and efficient process that offers immediate support and hope. The assessment is the first step of a journey. Recovery works.



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*Abby Jolley, MS,
Director of Evaluation
Services, Gateway*

Reach out to **Gateway Rehab**
at www.gatewayrehab.org
or **1-800-472-1177**