

Questions to Ask When Searching for a Treatment Center

Before You Start

- Write down your questions or have this list handy before you make your call or begin an online chat. Have a pencil and paper ready to write down the answers.
- Learn about the disease of addiction from TRUSTED government websites such as www.SAMHSA.gov or www.DrugAbuse.gov.

Much of the addiction treatment information found online is not provided by nonprofit organizations or treatment centers. The information may be provided by for-profit companies who will take your health information and sell it to treatment centers.

- Look for support for you or your loved one. Talk to family, friends, and trusted advisors such as a doctor, therapist, clergy member or a support group such as a 12-Step based meeting or Family Support group.

1 in 3 American families are affected by the disease of addiction. Statistically, there are many other families who are or have been in your situation. You are not alone.

- Know your insurance coverage.

Call or visit your insurance provider's website to learn about your coverage for substance use disorders. What is covered in-network? Out of network?

Questions:

About the Treatment Center

1. Who am I speaking to and what treatment center do you represent?
 - Are you an employee at that treatment center?
2. Does your facility hold a state license?
 - With what state?
 - Where can I verify the licensure?
3. Is your facility accredited by the Joint Commission (JCAHO) or Commission on Accreditation of Rehabilitation Facilities (CARF)?
 - Where can I verify these accreditations?
 - www.JointCommission.org or www.Carf.org
4. How do patients pay for treatment at your center?
 - Is financial aid available?
 - Do you take insurance?
 - What other payment options are available?

About the Treatment

5. Will my loved one be assessed by a degreed addiction professional?
 - Are psychologists and psychiatrists involved in the evaluation?
 - Will it also assess any other medical or psychological issues?
 - Will the assessment determine how long my loved one needs to be in treatment at your center?
6. Are detoxification (detox) services available at your treatment center or do you partner with another center or agency?
 - Is the detox medically supervised 24x7?
 - Is there a full-time physician on staff?
7. How is the treatment individualized by age, gender, etc.?
8. What is Medication Assisted Treatment (MAT)?
 - What types of MAT do you offer?
9. How will you treat my loved one's mental health issues alongside their addiction? (for example: depression, anxiety, trauma)
10. How long could I expect my loved one to be in treatment at your facility?

Support for the Family

11. How often will the center communicate with the family and my loved one's therapist, psychologist, or psychiatrist about my loved one's progress?
12. Will the center provide addiction education or therapy for the family?

About the Staff

13. How many other patients will my loved one's therapist be treating at the same time?
14. How are your clinicians degreed and trained?

After Treatment

15. Do you have data that shows how successful patients are after they leave your treatment?
16. Will my loved one be offered ongoing support after treatment? How?