

Behavioral Health Care at Open Door Frequently Asked Questions (FAQs)

Many people experience difficulties when it comes to feeling depressed, anxious, or overwhelmed by challenges in their lives. For some, these feelings are short-lived, and for others, their difficulties last longer. Talking to a trained professional can help.

What is mental health counseling?

Mental health counselors are specially trained to help people understand their feelings and develop strategies for taking good care of themselves and to feel better. Patients meet privately with a counselor to discuss their concerns about what is and what is not going well. When you start services, the counselor will ask you about your concerns, what type of symptoms you have and how long you have had them, and about your drug and alcohol use. S/he may also ask questions about your health, family, employment/school to help understand your needs. You do not have to answer any questions you do not want to answer. The counselor can provide insight and support and help you come up with personal goals around your mental health and wellness.

How do the services work?

We provide mental health services at all our clinics. In many cases, patients have a 30-minute appointment with the same counselor each week for about six months, either in person or via telehealth. But every patient is different. Some people need more treatment, others less. Your counselor will work with you to figure out the best plan for you.

Will I have to take medication?

Prescription medication can be very effective for people struggling with mental health concerns. Your doctor may or may not recommend medication based on your diagnosis and other factors. Either way, the choice whether to be treated with medication is always up to you.

If you are prescribed medication, you may meet with your medical doctor more often at the beginning as you start your medication, and then about once a month to check in on how you are feeling. Your care team will put together a plan and a schedule that is right for you.

Is my family part of the treatment?

Mental health services are strictly confidential: Open Door will never disclose any information about your mental health or medical care to anyone without your written permission. At the same time, many people benefit from including their families in their care. You can discuss with your counselor whether to involve your family members in your treatment.

What kind of services does Open Door offer to help people who are struggling with drug and/or alcohol use?

Open Door welcomes people who are concerned about their drinking or drug use. Our counselors can help patients set goals to reduce or stop drinking or using drugs in a way that works for them. In addition, medications are available to help with opioid or alcohol use and can be prescribed by Open Door providers based on individual health needs.



What if I have already tried treatment with other providers and it did not work?

Treatment and recovery for mental health or substance use issues can be challenging. Some people have co-occurring conditions meaning that they have mental health and substance use issues at the same time. Good care means treating both issues together. Open Door provides medical, mental health, and substance use services in one location and the care team collaborates to make sure patients get the care they need. Even if you have tried treatment for mental health or substance use issues before, we encourage you to continue to seek the care you need and talk honestly with your counselors about your past experiences with treatment.

Will I have to attend AA or other support groups?

Only if you choose to. Support groups can provide a way for people to learn from others with similar concerns and feel less alone in their struggles. Groups also present an opportunity to offer support and understanding to other people, which itself is an important part of recovery and wellness.

Does Open Door have any special services for young people who need mental health supports?

We do! For patients up to age 25, we have a designated care manager who coordinates services for young people to make it easier to access the services that can help them. The care manager helps schedule appointments, arrange for transportation (if needed), connect people to community services and activities, and serves as point of contact between medical and counseling appointments.

What if I need services that Open Door cannot provide?

Open Door has staff who are dedicated to helping patients connect with community resources they need to achieve wellness and remain healthy. We can help you apply for health insurance and give you information if you need help with housing, employment, transportation, legal services, or social services. If you need medical or mental health services we don't provide ourselves, we will make sure you get to see another provider who can help you.

How can I find out more about Open Door's mental health services?

You can ask about mental health services during any visit at Open Door. You can always call us at 914-632-2737.

