



**Q: How long will I have to wait to be seen by a provider?**

A: We treat patients as quickly as possible. Wait times depend on how sick patients are and how many are here. Please know we give every patient the best care. We thank you for being patient as we do that.

**Q: How do I get my medicine once I am discharged?**

A: If the provider writes for new medicine, we will give you a prescription when you leave. You can take that to the pharmacy of your choice. We have a pharmacy on the ground floor here.

**Pharmacy Hours:**

**Monday to Friday: 9 a.m. to 5 p.m.**

The pharmacy is located in the main building (with the revolving door) on the ground floor. This entrance is separate from the Emergency Department. You will enter on floor 1 and need to go down to the ground floor.

**Snacks and Restrooms**

Snack machines and restrooms are to the left of our waiting area.

**Cafeteria**

The cafeteria on the ground floor through the main entrance. Monday to Friday times:

Breakfast – 7:30 to 9 a.m.

Lunch – 11 a.m. to 1:30 p.m.

Dinner – 5 to 6 p.m.

(Weekend & holiday times differ)

**Patient Satisfaction**

We value your feedback. Our goal is to give you the best care possible. If we give you a survey, please fill it out. This helps us make our care better for you.

**Contact Us**

If you have any questions or concerns about our Emergency Department, please call us at: 704-358-2800.



**Atrium Health**

**Atrium Health Behavioral Health Charlotte,  
a facility of Carolinas Medical Center**

501 Billingsley Rd  
Charlotte, NC 28211



**UNDERSTANDING  
YOUR EMERGENCY  
DEPARTMENT VISIT**

Atrium Health  
Behavioral Health Charlotte



**Atrium Health**

## Welcome

We are glad you are here and want to help you. We will talk with you and offer you the best care for your mental health concerns. We are nurses, technicians, social workers, therapists and peer support professionals. We are also providers (psychiatrists, nurse practitioners and physician assistants).

We are always open and here for you.

## Our Goal

While here, we will keep you safe. We want to know why you are here and to help you feel better. We also want to help you with a plan for when you leave here. We care for:

- Mood concerns
- Anxiety
- Thoughts that bother you
- Substance use
- Other mental health concerns

## What to Expect

### Registration

We will ask you to sign a form to let us care for you. We need honest answers to our questions to know how to care for you. Your answers are confidential. Please bring your insurance, Medicare or Medicaid cards.

### Triage

Our triage nurse will ask you questions to find out why you are here. This will tell us which waiting room you will be in until the next step.

### Waiting Area

We have 2 waiting areas for our patients. One is when you first walk in. The other is if we need you to feel safer. You will be in one of these areas based on your needs. You will stay there until we call you for the next step.

### Urine (Pee) Test

You may be asked to give a pee sample. The provider uses the test results to plan your care during your visit and after.



### First Assessment

During this step one of our nurses or therapists will ask you more questions. The questions are about what is going on with you now and your history. Next, they take what you tell them and give it to the provider.

### Provider Assessment

For your final assessment you will meet with one of our psychiatrists, nurse practitioners, or physician assistants. You and your provider will make a plan for your care.

### Outcomes

The plan for your care may have one or more of these:

- Therapy
- Add or change medicine
- Stay the night
- Go to an inpatient unit here or at another hospital

