



COVID-19 FAQ

Frequently Asked Questions
Updated: 3/31/2020

Is Hamilton Center considered an “essential business” and will it remain open?

Yes. Hamilton Center is a healthcare organization and is considered an “essential business”. The organization will continue to offer the highest quality of behavioral health services to anyone in need, though we have adjusted operations to ensure safety for consumers and staff.

- Consumers and Staff will now be screened at each location before entering. Those with symptoms will be asked to wear a mask while in the facility.
- Appointments will be conducted using telephones or video conferencing when possible. This includes both therapy and care management appointments.
- Care managers are available to assist in transportation to medical appointments, etc.
- For those needing emergency/crisis services or need to be seen face to face, facilities are open.
- Non-essential staff will be working from home whenever possible.
- Visitors are restricted from the Inpatient unit and the residential facilities.
- Our already stringent cleaning and disinfectant practices have been enhanced.

Are the outpatient offices open all day?

Yes, with the exception of the West Terre Haute office. West Terre Haute consumers will be routed to the corporate office in Vigo County, 620 8th Ave. Terre Haute or to Vigo County Child & Adolescent Services, 500 8th Ave., Terre Haute. All other offices are open from 8:00 a.m. to 5:00 p.m.

For emergency treatment after 5:00 p.m. call 1-800-742-0787.

What about the Clubhouse program, Infinity House?

Infinity House is closed due to social distancing guidance from the State of Indiana and the CDC.

What if I am in crisis? Is Hamilton Center still able to help me?

Yes. The 24-hr Access Center will remain open to serve individuals experiencing a mental health crisis. If a consumer meets the criteria for inpatient services, he/she will be admitted.

Is my care manager still available to help me?

Yes. Care managers will continue to assist consumers and offer skills training and case management services. When possible, appointments will be completed using telephones and video conferencing. Transportation will be limited to essential travel needs.

How will my appointment with my therapist be affected by the coronavirus?

Whenever possible, individual therapy appointments will be conducted using the most effective and up-to-date technology available. This includes telephones and video conferencing. If you do not have access to either of these, accommodations will be made.

Is group therapy still going on?

No. Group therapy is cancelled and will be substituted for individual therapy as clinically appropriate, using telephones and video conferencing whenever possible.

Is Hamilton Center accepting referrals for new consumers?

Yes.

I don't have insurance. Can Hamilton Center assist me in getting insurance?

Yes. Insurance navigators will continue to accept appointments for insurance applications. When possible, appointments will be completed using telephones or video chat.

How do I contact my service provider?

You will contact your therapist or case manager in the same way you did prior to COVID-19. Phones have been forwarded to staff cell phones.

Will things change in terms of operational procedures at Hamilton Center?

Hamilton Center continues to monitor the situation carefully and is in contact with the Indiana Department of Health, the Indiana Division of Mental Health & Addiction as well as federal authorities like the CDC. Processes may change as we are given guidance from those agencies. We will do our best to keep you informed. If you are not sure, call.

How do I keep up to date with Hamilton Center operations?

Your service provider will keep you up to date if things change. Otherwise, you can check the Hamilton Center website at www.hamiltoncenter.org or call 1-800-742-0787.