



**Behavioral Health Center**

**CMC-Randolph**

501 Billingsley Road  
Charlotte, NC 28211  
704-358-2700

330 Billingsley Road  
Charlotte, NC 28211

**24-Hour Behavioral Health Call Center**

704-444-2400  
800-418-2065



**Behavioral Health Center**  
CMC-Randolph

*Uncompromising Excellence. Commitment to Care.*

[www.cmc-randolph.org](http://www.cmc-randolph.org)

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## Treatment Philosophy

Behavioral Health Center (BHC) CMC-Randolph offers a variety of outpatient services for adults, adolescents and children. Outpatient care is delivered through a multidisciplinary team. These teams are under the direction of a psychiatrist. Our outpatient continuum offers partial hospitalization as well as outpatient therapy for adults, diagnostic services, medication administration and emergency services for all age groups.

## Features

- Individualized treatment plans
- Variety of outpatient treatment options
- On-site medication clinic and pharmacy
- Child and adolescent partial hospitalization program
- School-based services in select Charlotte-Mecklenburg schools
- Bilingual therapists and interpreters available
- Most private insurance, Medicaid and Medicare accepted
- The Joint Commission accredited

## Outpatient Therapy

BHC CMC-Randolph Outpatient Services treat a variety of psychiatric illnesses including depression and other mood disorders, personality disorders, behavioral disorders, thought disorders, interpersonal and relationship problems and chronic biologically-based mental illnesses.

Traditional outpatient treatment for adults typically consists of one or more of the following: individual, family and/or group psychotherapy and medication management.

## Partial Hospitalization Programs (PHP)

Our PHP addresses both psychiatric and/or substance abuse disorders. The PHP provides an intensive, day-long, multi-disciplinary treatment for patients who require high-intensity clinical care, but do not meet the criteria for inpatient care. The programs are designed to help patients develop skills necessary to continue to progress in outpatient therapy, restoring them to a higher level of functioning. In addition, the Child and Adolescent PHP provides an accredited school program.

## Medication Clinic

The outpatient medication clinic at BHC CMC-Randolph offers acute and non-acute psychiatric assessment and medication management services to children, adolescents and adult populations. The clinic provides a multidisciplinary approach to treatment planning and provision of care and is staffed by professionals specializing in concurrent therapy modalities. Patient education is an important component of the clinic and is provided by experienced nursing staff. The clinic operates Monday through Friday and offers on-site pharmacy services.

## Call Center

Our behavioral health call center provides 24/7 confidential telephone consultations for anyone needing help with a psychiatric and/or substance abuse problem. The call center is staffed by trained, masters-level mental health professionals and registered nurses. The call center staff provides coordination of admission and treatment option referrals. You may reach one of our counselors by calling 704-444-2400 or 800-418-2065.

## Psychiatric Emergency Department

CMC-Randolph contains the only 24/7 psychiatric emergency department in the region staffed by psychiatrists, nurse practitioners, registered nurses and psychiatric technicians. The emergency department also has telemedicine capabilities.

## Referral Process

To learn more about Behavioral Health Center CMC-Randolph's Outpatient Programs, to make a referral or to schedule an admission, please call 704-444-2400 or 800-418-2065.

