

# COVID-19/Coronavirus Behavioral Health Services FAQs

The Orange County Crisis Call Center is available if you are in crisis and need immediate assistance 24/7



## Orange County Department of Mental Health Clinics

- 1. How do I reach the County Clinics?**
  - You can reach both clinics by phone during normal business hours as usual.  
Newburgh Child and Family Clinic: **845-568-5260**  
Port Jervis Mental Health Clinic: **845-858-1456**
- 2. How do I reach the Department of Mental Health Administrative Office?**
  - The administrative office will be available via phone 9:00 A.M. – 5:00 P.M. at **845-291-2600**
- 3. Are the Orange County Department of Mental Health clinics in Newburgh and Port Jervis opened?**
  - The Orange County Department of Mental Health clinics will continue to provide behavioral health services through phone calls until further notice. Face-to-Face sessions will not occur to reduce COVID-19 contagion and to ensure safety.
- 4. Can I call to make an appointment as a new client?**
  - Yes, our clinics are still receiving phone calls and can schedule phone appointments for new and existing clients. All appointments will be via phone until further notice.
- 5. How do I get a refill for my medication?**
  - Medication management appointments will be provided by phone. Be sure to keep your phone appointment with your doctor or nurse practitioner so they can assess your medication needs. If new or continued medications are recommended, they will be electronically sent to your preferred pharmacy.
- 6. What happens if I already have a scheduled appointment?**
  - The clinic staff will call you and explain the tele-appointment process. Generally, your provider will call you during your already scheduled time, ask you if you are okay with completing your session over the phone and then provide the service.

## **Court ordered assessments as ordered by Family Court**

1. **I had a scheduled appointment for an assessment, should I come in for my appointment?**
  - No. You will be notified about an alternate date or any change to your order. If you have specific questions, please call **(845)291-2600**.
2. **I've been court ordered to schedule an appointment, what should I do?**
  - You can still call to schedule an appointment. Please call **(845) 291-2140**.
3. **How do I make a payment for my evaluation?**
  - You can call **(845)291-2600** with credit card information and we will process your payment over the phone, or you can mail a check or money order made payable to Orange County Dept. of Mental Health to:

Orange County Department of Mental Health  
30 Harriman Drive  
Goshen, NY 10924

## **Other Supports and Services**

1. **Who should I call if I am experiencing an emergency housing need?**
  - Please contact the Housing Resource Center if you are experiencing a housing need. The phone number is: **(845)561-1665**
2. **Who should I call if I need help accessing food resources?**
  - Please contact the Orange County Crisis Call Center at **1-800-832-1200**. They are keeping in contact with local food pantries and other food resources and can assist you in determining where to best meet your needs.
3. **Is there someone available to answer questions about developmental disability services?**
  - Yes, please call Christine Smallin, Director of Developmental Disabilities at **(845)291-2620**
4. **Am I still able to access Substance Use Disorder services and supports?**
  - Individuals with Substance Use concerns or treatment needs please call the **Orange County Crisis Call Center: 1-800-832-1200**. They are prepared to assist you in accessing appropriate services and supports.
5. **Will Text4Teen be available during the COVID-19 pandemic?**
  - Text support will continue to be available for teens **24/7** at **(845)391-1000**
6. **Are Suicide Prevention Hotlines and services still available?**
  - The Suicide Prevention Lifeline will continue to be available at **1-800-273-TALK** as will the Orange County Crisis Call Center at **1-800-832-1200**
7. **What if I need help with SNAP benefits, Medicaid, HEAP, or other Department of Social Services?**

- The Orange County Department of Social Services is ready and available to assist and has FAQs available on their website at <https://www.orangecountygov.com/680/Social-Services>
8. **Are there any suggestions for how to cope with the extra anxiety caused by this pandemic?**
- OMH has published a guidance document with lots of tips. Please click this link to review their suggestions. <https://omh.ny.gov/omhweb/guidance/covid-19-managing-stress-anxiety.pdf>