

# Family Involvement & Communication during Treatment



**The staff at Beach House understands how stressful this process can be for families. We want to make sure you know what to expect when your loved one is in treatment for addiction and mental health challenges. Below are answers to the most common questions we receive.**

## How will I know they've safely arrived?

Patients are encouraged to call their loved ones themselves upon arrival—this may be while traveling in our vehicle or during Intake. If you do not receive a call, you may reach our Nursing lines at 561-337-3200, then press #, extension 2500 or 2507.

## When will someone call me with updates?

Within the first 24–48 hours, your loved one is assigned a Primary Therapist who will call you with their direct number and email. Please note therapists spend most of their day in groups and sessions. If you cannot reach them right away, leave a message or send an email and they will respond as soon as possible.

## Will I be included in the treatment process?

Yes—if your loved one gives consent. A “Release of Information” (ROI) is signed at admission and may allow us to share full details, limited details, or none at all. Patients may revoke an ROI at any time. If no ROI is signed, the only message staff can give is: “We cannot confirm or deny this patient’s presence here, but we can pass along your message.”

## When will my loved one call me?

For the first 72 hours, there is a “blackout” period to help them focus on treatment. Afterward, patients can make outbound calls two days a week, depending on their therapist’s schedule. Calls are limited to protect focus and reduce outside stressors. As trust is built, more phone privileges may be granted. Therapists can also assist patients with essential business-hour calls when appropriate.

## What if I’m not called within 48–72 hours?

Keep this mantra in mind: “No news is good news.” During detox, family involvement is limited, as the focus is on medical care and stabilization. Family contact becomes more intentional once detox is complete and the patient enters clinical programming.

## Can I call Admissions instead?

Once admission is complete, your Admissions Counselor transitions care to the Clinical and Medical Teams. For ongoing communication, your loved one’s assigned team will be your point of contact.

## What if I don’t receive a follow-up call when expected?

The Clinical Team’s priority is patient care. At times, crises or urgent needs with other patients may delay responses. During business hours, you may follow up with our Front Desk at 561-337-3200, then press #, extension 2108. Emails are also effective, but please allow 24–48 business hours for responses.

**We know this process can be stressful. Please be assured that our focus is on providing the highest quality of clinical, medical, and emotional care. This is the first step toward helping your loved one return to the healthy and happy life you remember.**