

SAFE HARBOR BEHAVIORAL HEALTH OF UPMC HAMOT

Partner with Western Psychiatric Institute and Clinic of UPMC

Guide to Recovery

You have made the first step!

Keeping motivated is sometimes difficult. Blended Case Management can help you get back to doing the things you enjoy.

Our commitment to your recovery. We will:

- Treat you with respect by listening and encouraging you.
- Work with you in reaching your goals.
- Encourage regular attendance.
- Help you identify the areas of life where you may benefit from case management support.
- Help you through any crisis that may arise.
- Connect to supportive community resources.

Challenges you may face in treatment

As you begin talking about the things that bother you, you might begin to feel upset. It might be hard to continue talking about these things and it may take time before you start feeling better but your team is there to support you.

You will receive the best results when you communicate openly with your treatment team. Please inform your blended case manager (BCM) of any changes you would like to make to your treatment plan.

Attending your appointments can help to improve your life. Here are some things you may notice:

- Improved mood and mental health
- Better communication with family and friends
- More successful relationships
- Better quality of life
- Increased self-esteem
- Feeling more stable and secure



Top five reasons to attend our appointments:

1. Resilience and recovery - Be able to deal with a crisis more effectively.
2. Life meaning - Spend more time and have more focus on the things that you want/like to do.
3. Relationships - Experience more healthy and meaningful relationships with others.
4. Empowerment - Have more control over what you feel and do.
5. Self-esteem - Feel better about yourself.

There are many reasons that lead to missing appointments. We may have community support assistance that can help you address issues with attending appointments.

Please remember to schedule your next appointment with your treatment providers after each appointment. If you do not have a future appointment scheduled, your BCM will call you to schedule an appointment.

Your responsibilities as a team member:

- To attend all scheduled appointments, and to be on time.
- Call to cancel at least 24 hours in advance if you cannot attend.

Inform your treatment team member:

- Of any changes in your needs, symptoms, or life situation.
- Of any accomplishments you would like to add to your treatment plan.
- If we are not meeting your needs and if you are unhappy with any part of our services.
- Provide honest and complete information about your concerns to the best of your ability.

Safe Harbor Outpatient Clinic

1330 W. 26th St.
Erie, PA 16508

For more information about our outpatient or Blended Case Management services, please call **814-459-9300**, or visit us at **UPMCHamot.org/SafeHarbor**.

Safe Harbor Crisis Center/Outpatient West

2560 W. 12th St.
Erie, PA 16505

In the event of a crisis, call Crisis Services 24/7/365 at **814-456-2014** or **1-800-300-9558**.