



Contact Us



Behavioral Health Urgent Care

Behavioral Health Urgent Care (BHUC) is an outpatient program designed to provide a safe and comfortable environment for persons experiencing a mental health, substance use or developmental disability crisis. We have registered nurses on staff 24/7, an on-call physician, and other clinical support. Our goal is to provide holistic care and access to needed de-escalation, intervention, resolution and prevention services for people in crisis and those in need of substance use treatment.

Behavioral Health Urgent Care is part of the continuum of care provided at the **C3356 Comprehensive Care Center** in Asheville, NC, which offers mental health/substance use/developmental disability crisis services including a mobile crisis (MCM) team, facility-based crisis, various outpatient programs, a pharmacy and peer and family support services all under one roof. ***Our goal at BHUC and for all services offered at the C3 Center is to provide a foundation for recovery and wellness and help people achieve stable, sober, independent lives within their communities.***

Behavioral Health Urgent Care
is located within the **C3356 Comprehensive Care Center**,
on the lower level.



**356 Biltmore Ave.
Asheville, NC 28801**

**For Services or More Information,
Call Us:
828-254-2700**



RHA provides priority substance use treatment services to pregnant women and people who desire treatment for IV substance use.

**24/7 Walk-In Crisis Services
No Appointment Necessary**

Behavioral Health Urgent Care is operated by RHA Health Services. RHA has been helping people with mental health needs, substance use/addiction disorder and developmental disabilities since 1991.

Behavioral Health Urgent Care

Visit our website @ www.rhahealthservices.org. Find us on 



**356 Biltmore Ave.
Asheville, NC**



What Can I Expect at BHUC?

When you arrive at BHUC, we will meet with you privately to discuss your concerns and perform an assessment to determine the best course of services. We will determine if your treatment needs can be met by our staff or if you would benefit from a brief stay in our Observation Unit so that we can conduct further assessment. Based on our findings and your level of need, we may refer you for further care to outpatient services, facility-based crisis, detox services, the Emergency Department (ED) or inpatient psychiatric hospitalization.

Who Can Go To BHUC?

Anyone who is experiencing a crisis related to mental health, substance use/addiction or intellectual/developmental disability may be assessed at BHUC. Individuals who are under the age of 18 or individuals with intellectual disabilities who require ongoing support must have a parent, guardian or support person with them to assist in determining what kind of care is needed.

We serve residents of the following 23 counties in Western NC: Alexander, Alleghany, Ashe, Avery,

Buncombe, Caldwell, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Watauga, Wilkes, and Yancey.

What Happens In The Observation Unit?

You may be asked to spend a brief period of time in our **Observation Unit (OU)** so that you can complete a crisis risk assessment and our clinical staff can review your medical history and determine if BHUC is the most appropriate place for you to receive care. The OU is designed to provide a safe, comfortable and calming space where we can monitor your vitals, assess your level of need and begin care coordination and disposition planning.

Your stay in the OU may last up to 24 hours. Generally, you may not bring anyone to stay with you during your time in the OU, though we can, with your permission, keep loved ones informed on the status of your care if you so desire. The exceptions are anyone who is under the age of 18 or persons with intellectual/developmental disabilities. In these cases, parents or guardians must remain with the person receiving care at all times.

If we determine during your time in the OU that you can be safely discharged without further immediate care, we will discharge you with a detailed crisis plan to help you maintain stability and provide guidance should you experience another crisis episode. In some cases, your medical or other treatment needs will exceed what can be safely and effectively administered at BHUC. In those cases, we will help you coordinate further, more intensive care that is appropriate for your needs - such as inpatient hospital care, a detox program, long-term outpatient services, etc.



What Happens If I Must Go To the Emergency Department?

Our clinical staff will call the Emergency Department to facilitate your needs. We can even help you with transportation if needed.

What If I Don't Need Time in the Observation Unit or Emergency Department?

If we determine in our initial assessments that you do not need time in the OU or to go to the Emergency Department, we will help you resolve your current crisis and then work with you to develop an aftercare plan. We can assist you in accessing useful recovery tools and contacting community resources for ongoing care. We frequently refer people to routine outpatient services and counseling centers to help them reach their recovery and wellness goals.

