

Emergency Services

Age Requirements

No Age Requirement

Available 24/7

Yes

Documents Required

Call for details

Other Eligibility Criteria

Serves any child or adult experiencing a behavioral health crisis.

Family

No

Intake Process

Call emergency services or walk in during regular business hours for an assessment.

Intake Contact Telephone

(757) 378-5555

Provider Refer

Yes

Qualifications

Qualification Type

Licensure

Qualification Entity

Virginia Department of Behavioral Health and Developmental Services (DBHDS)

Qualification Number

048

Report Problems

Call the Agency

Residency Requirements

Serves residents of and people located in the City of Williamsburg and James City County.

Self Refer

Yes

Colonial Behavioral Health

<https://www.colonialbh.org>

<http://www.colonialbh.org/need-help-now.aspx>

Main

(757) 220-3200

Phone Emergency

(757) 378-5555

TTY/TTD

711

1651 Merrimac Trail

23185 VA

United States

Monday: 8:00 am-5:00 pm

Tuesday: 8:00 am-5:00 pm

Wednesday: 8:00 am-5:00 pm

Thursday: 8:00 am-5:00 pm

Friday: 8:00 am-5:00 pm

Saturday: Closed

Sunday: Closed

Additional Availability Comments

Walk in emergency services are available during regular business hours. Emergency services are also available 24 hours per day, every day by calling the emergency telephone number.

Fee Structure

Sliding Scale Fee

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Call for Information

Payment Method(s)

Private Pay

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Private Insurance

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Medicaid

,

Medicare

,

Veterans

,

Tricare

Languages Spoken

English

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Call if translation is needed

Colonial Behavioral Health's (CBH) Emergency Services address urgent or severe behavioral health crises. Emergency Services staff provides 24-hour crisis assessment and referral services to individuals living in James City County, City of Poquoson, City of Williamsburg and York County. During regular business hours, services are available by calling for an appointment or visiting CBH.

Outside of regular business hours, the answering service will accept your call and connect you with Emergency Services staff if you are experiencing a crisis. Anyone experiencing a behavioral health crisis can access Emergency Services.

Emergency Services include:

- Pre-Admission Screening for Inpatient Psychiatric Hospitalization;
- Suicide and homicide risk assessment;
- Mental status assessment;
- Civil commitment hearing attendance;
- Crisis counseling and crisis stabilization.

All emergency services focus on individual rights, privacy, and confidentiality when assessing individual needs and determining appropriate care. Staff identifies the least restrictive treatment necessary, which could include outpatient counseling or other outpatient services. If an individual needs to be referred to as inpatient care, Pre-Admission Screeners will coordinate a psychiatric hospital admission.

Emergency Services staff work with the magistrate's office, police departments, Sentara Williamsburg Regional Medical Center, Riverside Doctors' Hospital Williamsburg, and the Virginia Peninsula Regional Jail as well as private care centers, families and individuals.

Service Area(s)

James City County

,
Poquoson City

,
Williamsburg City

,

York County