



Dyer Care Center Frequently Asked Questions (FAQ)

What is a Behavioral Health Crisis Stabilization Center?

A Behavioral Health Crisis Stabilization Center is a specialized facility designed to provide immediate, short-term care and stabilization services for individuals experiencing a behavioral health, mental health or substance use crisis. The goal is to offer a safe environment where individuals can receive the necessary support, treatment, and stabilization before transitioning to ongoing care or returning to the community.

Who can access services at the Dyer Care Crisis Stabilization Center?

The Dyer Care Crisis Receiving and Stabilization Center is a 16-chair crisis stabilization center that provides short-term (typically under 24 hours) emergency crisis services to adults ages 18 and older experiencing mental health and/or substance use crises, aiming to offer immediate support and stabilization while reducing unnecessary hospital visits and potential incarceration.

When is the Dyer Care Center open?

The Dyer Care Center is open 24 hours a day/ 7 days a week including holidays.

How do I know if I should go to the Dyer Care Center for treatment?

If you are experiencing a severe emotional or psychological crisis, such as severe confusion in thinking, extreme mood changes, seeing and hearing things others do not hear or see, extreme anger or someone concerned about a loved one with behavioral health challenges that imposes imminent safety risks, the Dyer Care Center is an appropriate place to seek help. If you are unsure, you can dial 988 to speak with a call specialist or visit the Dyer Care Center Located at 9314 Piscataway Road, Suite #250, Clinton, MD 20735.

Do I need an appointment to receive care?

Walk-ins are welcome. No appointment is necessary. The Dyer Care Center operates on a walk-in basis and are open 24/7 to ensure immediate access to those in crisis.

How long can someone stay at the Dyer Care Center?

The length of stay varies depending on the individual's needs, which can range from a few hours up to 24 hours. The primary focus is on stabilizing the individual and connecting them with appropriate follow up care.

Is there a cost for services?

The Dyer Care Center offer services to the insured, uninsured and underinsured. Insurance will be accepted including private insurances, Medicaid, Medicare and a sliding scale fee. Help with applying for Medicaid is provided to eligible individuals.

Are services confidential?

Yes, all services provided at the Dyer Care Center are confidential and privacy is protected under federal and state laws including HIPAA (Health Insurance Portability and Accountability Act).

Can family members or friends accompany me?

Yes, family members or friends are encouraged to accompany individuals in crisis if it provides comfort and support. However, once you are checked in your family members and friends will be asked to step out and wait for a call from Dyer Care Center staff when you are ready for discharge.

How is the Dyer Care Center different from an emergency room?

While both provide care during a crisis, The Dyer Care Center is a warm, welcoming, specialized program specifically designed to address mental health and substance use crises. Provides guests with rapid assessments in and a safe, comfortable environment for immediate treatment. The Dyer Care Center operates similarly to a hospital emergency department in that, the center accommodates walk-ins and public safety drop-offs, provides guests with rapid assessments in a safe, comfortable environment for immediate treatment. Staff is trained in various de-escalation interventions.

Can I be admitted involuntarily?

Yes, if you are deemed to be a danger to the life and safety of yourself or others you may be brought to the Dyer Care Center by law enforcement under an Emergency Petition for an evaluation.

What happens after I am stabilized?

Once you are evaluated and determined to no longer need stabilization services, the Dyer Care Center staff will work with you to develop a personalized follow up care plan. This may include referrals to outpatient services, inpatient treatment, community resources or support groups depending on your individual needs.