



Phoenix House
Rising Above Addiction

Frequently Asked Questions (FAQ)

Phoenix House New England
Detoxification Center, Exeter, Rhode Island: Walsh Unit

About Phoenix House New England

What is Phoenix House New England?

Phoenix House is a nationally recognized and accredited behavioral healthcare provider, specializing in the treatment and prevention of substance use disorders and co-occurring substance use and mental health disorders. Phoenix House is a not-for-profit organization with more than 45 years of continuous experience and programs in 11 states and the District of Columbia.

Credentials/Licensing

Is your program licensed/accredited?

Phoenix House Detoxification Center is accredited by CARF, the Commission on Accreditation of Rehabilitation Facilities, a nationally recognized standard of excellence. We are fully licensed by the State of Rhode Island.

What type of professionals will be working with my loved one?

Phoenix House Detoxification Center maintains a full team of licensed professionals who will be working with your loved one, including a medical doctor, nurse practitioner, psychiatric nurse specialist, registered nurses, licensed mental health clinicians, and licensed chemical dependency professionals.

Treatment and Services

What types of treatment do you offer and how long do they last?

Phoenix House Detoxification Center offers substance abuse and mental health treatment, including medically monitored detoxification from alcohol and other drugs. Following detoxification, Phoenix House Exeter Center offers “step-down” services, which refer to services provided at a less intensive level of care. These extended-stay services may include our residential program, our Partial Hospitalization Program (PHP), and/or our Intensive Outpatient Program (IOP). We often combine levels of therapeutic services with room, board, and supervision. Length of stay may be up to 30 days. Clients requiring additional services may be referred to outpatient services and/or recovery housing. For additional information, please contact our admissions coordinator.

Whom do you treat at your facilities?

We treat both male and female adult clients, aged 18 and older.

How do I get admitted to your program?

Call Phoenix House at 1 800 DRUG HELP (1 800 378-4435). We can typically see you for an assessment and admit you to a program within 24 hours.

My loved one suffers from depression as well as drug abuse. Can you help him/her?

Absolutely. Our staff and programs are designed to help those who have co-occurring mental health issues as well as addiction or substance abuse problems.



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Besides counseling, what other activities and services do you offer?

We offer a fully medically monitored detoxification program, psychiatric services, medication management, outdoor recreation, access to our gym, and arts and crafts.

What is your philosophy regarding 12-step programs such as Alcoholics Anonymous and Narcotics Anonymous (NA)?

While AA and NA are not part of our evidence-based professional therapy, they are supportive recovery elements encouraged by all of our programs. We make AA and NA literature available, encourage attendance at on-site and off-site meetings, and often include AA and NA participation as part of aftercare plans. We are firm believers in 12-step recovery programs, but also recognize that they are not for everyone and may not be appropriate in every situation.

About Insurance and Payment

Does your program accept insurance?

Yes, we accept most insurance plans, including AETNA, Blue Cross & Blue Shield of Rhode Island, CIGNA Multi-Plan, Health Net, Lifesynch, Magellan, Neighborhood Health Plans, Tufts Health Plan, United Behavioral Health, United Healthcare and Value Options. Please contact us, and our friendly admissions staff will be happy to assist you.

I need treatment, but have no insurance. Can you still help me?

Yes, Phoenix House is a not-for-profit provider and we believe strongly in making treatment available to those who need it. We have a unit funded by the State of Rhode Island: RESPECT (Recovery-oriented, Empathic Services Proactively Empowering Consumers in Treatment). RESPECT accepts Rhode Island residents with no insurance. Please call (401) 536 9709 for more information.

About Family Participation

What is your policy towards involving family members?

Families are a very important part of the treatment process. With the client's consent, we encourage family involvement.

About Treatment Program Policies

Can I smoke while in treatment?

Yes, we have outdoor designated smoking areas.

What if I feel I need more help once I have completed treatment?

We recommend continued treatment for all clients once they complete our program. Detoxification and treatment are only the first steps on the path to recovery. We provide a comprehensive continuing care plan to all clients who leave our facilities at the completion of treatment. This plan will be crafted by you and your counselor and will include all the activities you need to continue your successful recovery. The plan will be based upon your own personal needs, strengths, abilities, and preferences.



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Other Questions

What is the cost of treatment?

Cost of treatment varies based on the services provided. Please contact us regarding insurance and self-pay options.

Does your program admit 24/7?

Yes, we are available 24 hours a day, seven days a week.

How are these services designed to help me recover from addiction?

We provide each client with an individualized recovery plan and teach them all the basic tools they need to assist with their recovery.

Are there any disorders that disqualify a person from being admitted to your program?

All incoming clients are required to be physically and psychiatrically able to undergo the rigors of detoxification upon admission. A registered nurse will assess each client over the phone to ensure the client is eligible for admission.

What if my loved one gets sick while he/she is in treatment?

Our units have a full medical team available 24 hours a day, seven days a week, including a medical doctor and registered nurses. In an emergency, our staff will follow established protocols. These include calling 911, performing appropriate interventions by certified staff, providing the rescue team with all necessary medical or psychiatric information, notifying the client's emergency contact about the incident, and notifying the program director and appropriate authorities.

What are the rules at your facility?

Phoenix House Detoxification Center is committed to the health and safety of all of our clients. Drug use and physical violence are not tolerated. Cell phones and computers are not allowed. Participation in group counseling is mandatory.

Will I be able to use the phone?

There is a payphone available for your use during free time and non-group time. Also, phone calls may be made with your counselor.

Are your facilities locked?

Yes. Phoenix House Detoxification is locked, alarmed, and under video surveillance.

Where will I live while in treatment?

Our clients reside in dormitory-style rooms on site in the assigned detoxification unit.

Do the programs provide food for people with special medical diets (diabetes, high blood pressure) religious or lifestyle preferences?

Yes, we request advance notice to ensure that we can accommodate any special dietary needs.

What if I miss a session?

All groups and counseling sessions are conducted on site and are mandatory for all clients. If you are too sick to attend a session, your counselor will meet with you one-on-one once you are feeling better.



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I'm going to a residential program. What should I pack?

You should pack a few sets of clothes, toiletries, quarters or a calling card for the pay phone, and any prescribed medications. We provide basic toiletries and laundry facilities on site. Cell phones and computer products are not allowed on the unit. Please note that everything you bring will be checked by staff upon your arrival. Prohibited items will be kept locked in the nurses' station until your departure.

