

WAKEBROOK SERVICES RETURNING SPRING 2024!

Wake County and Alliance Health are excited to welcome new providers, RI International and WakeMed, to the WakeBrook campus.

FOR CLIENTS AND GUESTS

What services will be available at WakeBrook starting Spring 2024?

RI International will provide crisis services at the Wake Recovery Response Center. Crisis services will consist of a 16-recliner chair Behavioral Health Urgent Care (BHUC) and a 16 bed facility based crisis unit.

WakeMed will provide inpatient care and treatment in the 28-bed facility named *WakeMed Mental Health & Well-Being Hospital - WakeBrook*.

Who is eligible for care at WakeBrook?

Wake Recovery Response Center will employ a “no wrong door” approach, meaning adults 18+ who are experiencing a behavioral health or substance use crisis are welcome, whether they walk-in, escorted by loved ones, referred by provider agencies or transferred by first responders or law enforcement.

Inpatient care through WakeMed will be available to anyone age 18+ with a referral from a health care or mental health provider.

How will clients access inpatient services?

Services are provided on a referral basis. A medical provider or mental health provider can refer a patient after an evaluation deems inpatient care necessary.

How do you pay for services?

WakeMed and RI contract with a wide variety of managed care plans and insurance companies, while also participating in the government programs of Medicare and Medicaid. They will also accept individuals who do not have current coverage.

FOR FIRST RESPONDERS

How can first responders and law enforcement drop off clients?

First Responders and Law Enforcement Officers are encouraged to drop voluntary individuals off via the main crisis entrance at Wake Recovery Response Center. This is a temporary process as the location continues to undergo renovations.

How long is drop off expected to take?

The average drop off time is 3-7 minutes.


Can someone be dropped off for an involuntary hold?

Currently, the Wake Recovery Response Center can only accept voluntary drop-offs. We will be sure to update stakeholders on the timeline to accept Involuntary individuals.


HOURS AND LOCATION

WAKEBROOK BEHAVIORAL HEALTH CAMPUS

Wake Recovery Response Center

 107 Sunnybrook Road
Raleigh, NC 27610

WakeMed Mental Health & Well-Being Hospital - WakeBrook

 111 Sunnybrook Road
Raleigh, NC 27610

What are the hours of service?

 24/7

Stay up to date on all WakeBrook news at wake.gov/WakeBrook

About RI International

RI stands as the foremost non-profit organization in the provision of crisis facility and peer-powered services. With over three decades of expertise, RI operates programs across seven U.S. states and Australia, earning a reputation as a pioneer and thought leader in crisis services and systems.

About WakeMed

WakeMed will provide inpatient psychiatric care and services to adults with mental health issues such as schizophrenia, bipolar disorder, substance use disorder and more. Emergency department and crisis services are not available in the WakeMed facility. WakeMed and its Mental Health & Well-Being Hospital on the WakeBrook campus are non-profit organizations, serving patients with and without health insurance coverage.

