WellSpan Philhaven is southcentral Pennsylvania’s most comprehensive behavioral health organization, serving Adams, Dauphin, Lancaster, Lebanon and York counties through 54 programs and 27 care locations. For 65 years, we have focused on treating the whole person—mind, body and spirit. We offer services for all ages and various levels of care, including hospitalization, residential and day programs, outpatient counseling, and services in the home, school and community. WellSpan Philhaven is part of WellSpan Health, an integrated health system serving the region with more than 1,200 physicians and advanced practice clinicians, six respected hospitals, 15,000 employees and more than 130 care locations.

Your First Appointment

You will need your insurance card and photo identification, and you should be ready to fill out paperwork. Therapy begins with your second appointment.

Your first appointment is a time to gather information. A clinician will help you identify the root cause of the difficulties you are experiencing, the correct route of treatment and which modalities would be most useful. She will then work collaboratively with you to identify a plan that meets your needs.

WellSpan Philhaven may have some appointments available within 24 hours. Please inquire about hours or make your appointment by calling Central Scheduling at (800) 459-7497. Some locations also offer Open Access appointments. See Open Access section for more information.
Outpatient Services
At WellSpan Philhaven, we believe that everyone can find hope, healing and wholeness. Outpatient Services provides individuals and their families an opportunity to talk over what is on their minds with an objective person.

Our highly skilled and compassionate staff includes psychiatrists, psychologists, CRNPs, advanced practitioners, nurses, licensed professional counselors, social workers and clinical assistants.

Outpatient Therapy
Outpatient therapy helps an individual find a way to cope with a problematic situation. Therapy is meant to help individuals think differently and act differently about an event, situation or problem – so that they can eventually feel differently about it. The desired outcome of therapy is to relieve emotional distress and improve functioning in a variety of life domains: work, family, school, community and relationships. An individualized treatment plan is created that is directed to meet the specific needs of the person seeking support. This plan sets realistic goals and lays out a blueprint for what therapy will accomplish.

Therapy involves a process by which an individual, couple or family sit down in an office visit with a doctoral, master’s level or licensed mental health practitioner. Therapy uses proven treatment methods that help an individual reduce emotional distress and improve or maintain overall daily functioning.

The Role of Psychiatry in Outpatient Services
Sometimes individuals need the support of medications to help control or relieve the symptoms that are causing them emotional distress. A psychiatrist or nurse practitioner specializes in utilizing medications that will help improve how an individual feels and functions. Psychiatry and therapy work hand-in-hand in the outpatient modality to help individuals experience hope, healing and wholeness as quickly as possible.

They may include:
- Dialectical Behavioral Therapy (DBT)
- Cognitive Behavioral Therapy (CBT)
- Emotionally Focused Therapy
- Child-Centered Play Therapy
- Eye Movement Desensitization and Reprocessing
- Trauma-Informed Therapy
- Behavioral Modification
- Functional Family Therapy
- Solution-Focused Brief Therapy
- Art Therapy

Open Access
In addition to regular outpatient appointments, Open Access appointments are available for first-time appointments several days a week at some WellSpan Philhaven locations. Open Access outpatient appointments are a way to be seen without a scheduled appointment and are a way to begin outpatient services. You can walk into any location during these times and be helped. This does not include psychiatric appointments.

Pre-registering for Open Access can shorten your intake time. Call (800) 459-7497. When you come, please bring your identification, insurance cards, and joint custody papers for children under 14.
If you are in crisis, please contact your local county crisis intervention office.

Outpatient Services May Include One or More Treatment Elements:
1. Individual therapy
2. Medication management
3. Couples/family therapy
4. Group therapy

Therapeutic Techniques
WellSpan Philhaven employs a variety of specialties. Our highly qualified and experienced staff brings to therapy a variety of evidence-based practices scientifically shown to reduce stress and improve functioning.

Most of our therapists use an eclectic combination of these therapies in order to match the intervention to your therapeutic goal. Treatment plans are reviewed regularly, and modifications are made as an individual makes progress in both feeling and functioning better.