



RADIANT

Health[®]

Radiant Health – Patient & Family Frequently Asked Questions (FAQ)

This FAQ explains the transition from a hospital-based inpatient psychiatric unit to a model that prioritizes rapid crisis response and short-term stabilization through outpatient crisis beds, ensuring easier and faster access to care and continuity for patients and families.

Why is the inpatient unit changing?

Radiant Health's crisis care system of Rapid Response has proven highly effective in helping people stabilize in the community without requiring hospitalization. As a result, the need for inpatient care has steadily declined, a positive shift that means more individuals are getting help earlier and avoiding hospital stays.

This transition follows a careful evaluation of community needs and outcomes. Our crisis services are working well, and the growing success of rapid response and same-day care reflects a stronger, more accessible approach to mental health support.

When will the inpatient unit change occur?

- Last patient admission: January 22, 2026
- Final patient transitioned: March 16, 2026
- Unit fully closed: March 31, 2026

Radiant Health will continue to provide crisis services throughout this transition, ensuring continuity of care and support for patients and families.

What happens if I am currently admitted?

Every patient will receive an individualized transition plan, tailored to their specific needs. Our clinical team will work closely with each patient to discuss options, which may include discharge planning or transferring to another appropriate facility. These conversations will happen one-on-one to ensure a smooth and supportive transition.

Will I still be able to get help in a crisis?

Yes! Crisis services remain available 24/7 to ensure you get help when you need it:

- **Call us at 765.293.9315** – Our mobile crisis team can come to you anytime.
- **Visit our Rapid Response Center** – Located at **505 N Wabash Ave., Marion**, open day and night for walk-in crisis stabilization.



- **Outpatient crisis beds** – Available for up to **48 hours of care** for individuals who need short-term support.
- **Call or text 988** – The Suicide and Crisis Lifeline connects you to statewide resources and support.

Radiant Health continues to be your central entry point for mental health crisis care, offering immediate access and compassionate support.

Where will inpatient care be available after the transition?

Radiant Health has agreements with trusted partner hospitals, Community Health Network, Parkview Behavioral Health, and Maple Heights, to provide inpatient care when necessary. We will coordinate everything for you, including transportation and placement.

Will outpatient services change?

No. Outpatient therapy, medication management, and other community-based services will continue as usual. In fact, some programs will expand to provide more support in the community.

Will care still be safe and regulated?

Absolutely. Although we are no longer designated as a hospital, we continue to follow rigorous safety protocols and procedures to protect both our clients and our team. In addition, we will remain accredited by The Joint Commission, ensuring our programs and services meet the highest standards of quality and safety.

Will medication stabilization still be available?

Yes. Medication stabilization continues to be part of our services.

How does this change improve access to care?

We've already seen significant improvements:

- 806 individuals used Rapid Response services
- 1,032 accessed Same Day Care
- 50% of crisis calls resolved remotely
- Wait times dropped from 6 weeks to 2 hours.

Whom can I contact with questions?

You can email Questions@getradiant.org. We are here to answer your questions and support you through this transition.