



OUR MISSION

Our mission is to deliver professional and empathetic care to every client. Our devoted team focuses on providing hope, healing and assistance to the surrounding community because we are all about being human. Through our diverse range of services and support, we positively impact the lives of those who seek our help. We take pride in being frontrunners in rural health and human services throughout the Northeast Kingdom of Vermont.

OBJECTIVE

Our unique clinic prioritizes immediate access to care. If you or a loved one are grappling with distressing thoughts, emotions, or behaviors and seek immediate support, simply walk into our urgent care facility located at 235 Lakemont Road, Newport, Vermont 05855. Upon arrival, you'll be warmly greeted by individuals with personal and professional expertise to assist you. Rest assured, all crisis interventions are entirely voluntary. We offer various services including peer support and counseling, that cater to individuals of all age groups. Your well-being is our top priority.

OUR SERVICES

URGENT CARE - OPEN 24/7

At our urgent care facility, individuals have immediate access to peer support counseling without the need for an appointment. Services also include individual and group therapy. Guests have the flexibility to remain on-site for up to 23 hours, ensuring comprehensive care tailored to their unique circumstances.

** Individual and group therapy availability is dependent on staffing. Peer Support Specialists are available 24/7.

CRISIS STABILIZATION UNIT - COMING SOON

At our crisis stabilization unit within Front Porch Urgent Care, individuals aged 18 and above requiring extended support beyond urgent care will find a comforting and therapeutic environment similar to a living room model. Our person-centered approach to brief behavioral crisis stabilization is supported by around-the-clock staffing, ensuring continuous care and support. Beds are accessible through walk-in admission or with a completed referral from your healthcare provider. Front Porch facilitates seamless access to our services, which typically accommodate stays ranging from 2 to 10 days.

URGENT CARE ARRIVAL PROCESS

STEPS FOR ACCESSING TREATMENT

REFERRAL:

Guests seeking crisis stabilization services are welcome, including walk-ins. If you're utilizing a referral form from your provider, please complete and submit it via your preferred communication channel, such as fax or phone. Upon receiving the referral, we promptly confirm with the referring provider. Following the initial consultation, we provide the referring provider with a comprehensive summary report detailing the referral's outcomes and any ensuing recommendations.

TRIAGE AND ASSESSMENT:

Upon receipt of the referral, our dedicated triage team reviews it within 2 hours, assessing its urgency based on the provided information. Should additional details be required, our team promptly contacts the referring provider. Subsequently, an appointment is scheduled for the individual, with urgent cases prioritized for immediate attention. Our Front Porch team conducts the initial triage assessment on-site for walk-in guests, ensuring prompt evaluation and care.

FRONT PORCH FORMS AND POLICY AGREEMENTS:

Before the scheduled appointment, our intake team verifies all necessary details with the individual or their guardian. Our intake entails completing a brief risk assessment, securing a release of information, gathering emergency contact details, and reviewing the Front Porch guest rules. Confirmation of agreement is then obtained via signature, ensuring clarity and compliance with our policies.

SERVICES AND DELIVERY:

A qualified behavioral health professional conducts a comprehensive assessment during the initial scheduled appointment. Upon completion, the guest and guardian collaboratively develop a personalized care plan. This care plan encompasses follow-up appointments, referrals to outpatient supports, and immediate interventions as deemed necessary. This approach ensures tailored and effective care delivery, prioritizing the individual's well-being and recovery journey.

