

TRANSITIONAL CARE CLINIC

Welcome to the TCC!

The Transitional Care Clinic (TCC) is a short-term clinic designed to help you find a long-term mental health provider in the community as soon as possible.

The TCC provides five kinds of services:

- Medication management—provided by a doctor or advance practice nurse practitioner.
- Counseling—individual or group therapy is available.
- Care coordination—provided by a case manager or social worker, who helps you with services you may need, such as insurance, prescription benefits, and finding long-term providers.
- The Living Room—during business hours (M-F, 8 AM-4 PM), you may come to the clinic for help with panic attacks or other mental health crises. No appointment is needed.
- Peer Support—peers are people who have recovered from mental illness or addiction and share their experiences with recovery while providing support and encouragement. Ask your provider about peers.

Important Information

Scheduled and Missed Appointments

- Cancellation policy: If you need to cancel or reschedule an appointment, please call **24 hours in advance**.
- Missed Appointments: If you no-show doctor/nurse appointments, your next appointment may be scheduled into a double-booked slot. This means you may have to wait **45 minutes to 1.5 hours** to see the doctor, and you may end up seeing a different doctor.
- You will be **discharged** from the TCC if you miss **3 appointments**.
- If you are admitted to the hospital for psychiatric reasons and have not been seen at the TCC for a month or longer, you will need to do a new clinic intake. This helps us understand your most recent concerns.

Medication refills

Same-day medication refills are not available. Please call us at least **4 days** before you run out of medication.

Emergencies

For ANY physical health emergency, please call 911 or go to the nearest emergency room. In case of a mental health emergency outside of business hours, please call 911 or go to the nearest emergency room. If you need immediate care, please call the **local crisis helpline at 210-223-7233 or 1-800-316-9241**.

Parking

Patient parking is on the left side of the building; all spaces are metered. Please bring quarters or a credit/debit card for the meter.

Bus Lines

95, 602, 603 (Get off at Methodist Children's Hospital)

At the TCC, we provide a safe and supportive environment for our patients. We are committed to providing high-quality care and ensuring that our patients feel comfortable and respected. Our staff is trained to provide compassionate care and support. We are proud to be part of the Methodist Children's Hospital family.