

Our Treatment Team

Psychiatrist: Upon admission, a psychiatrist will meet with you within 24 hours to develop a personalized treatment plan.

Physician: A medical physician will go over your medical history, perform a physical, and will be available during your stay as needed.

Nursing Staff: We have RN, LVN, and LPT nursing staff who can provide medication education and administer regularly scheduled—and as needed—medications as prescribed by our psychiatrist and physician.

Social Workers: We have licensed social workers, licensed marriage family therapists, and interns who will assist you in identifying needs; help connect you to community and government resources; and coordinate follow-up, after-care, and discharge planning.

Rehabilitation Therapist: Our rehabilitation therapist will assist you with managing and developing coping skills through recreational activities.

Recovery Specialists/Unit Clerk: Our staff aim to maintain a therapeutic recovery environment. Whether you are in need of a towel to take a shower, access to clean clothes, or a friendly face to talk to, these individuals are here to support your needs.

Peer Support Specialists: Peers utilize their personal experiences dealing with mental wellness to provide direct support, education, and crisis intervention to clients.

About Telecare

Telecare is a family- and employee-owned company that has been treating individuals with serious mental illness since 1965. We specialize in innovative, outcomes-driven services for high-risk individuals with complex needs. Our programs are recovery-focused and clinically effective and are designed in partnership with local, county, state and other behavioral health organizations.

Telecare's Mission

Telecare's mission is to deliver excellent and effective behavioral health services that engage individuals with complex needs in recovering their health, hopes, and dreams.

Our Statement of Purpose

We exist to help people with mental impairments realize their full potential.

About El Dorado PHF

The Telecare El Dorado Psychiatric Health Facility (PHF) has provided a Recovery-Centered Clinical System (RCCS) of healing since January 2015. We deliver compassionate, whole person care in a supportive, empowering environment that allows for the awakening of hope. Regardless of your situation and the circumstances that led you here, we are committed to respectfully working alongside of you so you can lead your recovery path to results of improved health and wellness.

El Dorado PHF

Psychiatric Health Facility

935-B Spring Street
Placerville, California 95667
530-621-6213
530-622-2385 FAX





Your Stay

Our most up-to-date daily schedule will be posted in the hallway. We encourage you to explore and attend groups and activities to build skills for your recovery.

The community meeting in the morning will help you learn the schedule and any special events that may be happening that day. Group topics include increasing coping skills; learning distress tolerance and emotion regulation skills; and education regarding mental and physical health, including education on how what we put in our body can affect our overall wellness.

Meals are served three times a day with additional snacks served throughout the day. Our chef works closely with our registered dietician to ensure heart healthy meals. Please advise us of any dietary restrictions you may have.

In between groups and meals, we have a variety of healthy coping options including books, magazines, art supplies, table tennis, board games, fresh air, television, music, etc. Feel free to ask a team member to assist you at any time.

Example of a Daily Schedule

Wake up refreshed & start your day

Personal hygiene

6:15 a.m. to

8:30 a.m. Breakfast

8:45 a.m. Community meeting

9:30 a.m. Morning snack

9:45 a.m. Morning recreation

10:30 a.m. Morning group

11:30 a.m. Lunch

1:00 p.m. Afternoon group

2:30 p.m. Snack

4:00 p.m. Wrap-up group

4:30 p.m. Dinner

8:00 p.m. Snack

Rest and rejuvenate

Frequently Asked Questions

Where are my belongings?

Your belongings will be inventoried and stored in a secure location. For safety reasons, items including belts, strings, laces, wired undergarments, electronics, and other potentially dangerous things will be secured and provided to you upon discharge.

Can I get clean clothes?

A staff member can assist you with clean clothing. Sweats, T-shirts, underwear, and other clothing items are available for you to borrow.

Please see the Rights for Individuals in Mental Health Facilities for information regarding involuntary detention, voluntary treatment, and your rights as a patient.

Can I smoke here?

Telecare is a health facility that promotes wellness, therefore, tobacco products of any kind are not allowed. This includes cigarettes, e-cigarettes, and chewing tobacco. Nicotine gum and/or patches are available to clients if needed.

How can I file a complaint?

We encourage healthy self-advocacy to get your needs met. If you find that you are unsatisfied with something, please notify our team members and they will provide you with the necessary paperwork to file a grievance. We will work with you to resolve concerns as quickly as possible. You can also contact a patient rights advocate at 530-621-6183 if you would like to speak to someone outside the Telecare El Dorado PHF.

Can I have visitors and/or phone calls?

We encourage support from family and friends. Visiting hours are scheduled from 7:00 p.m. to 8:00 p.m. every day. Minors under the age 14 are not allowed on the unit. Minors aged 14-18 are allowed if they are accompanied by a legal guardian. If your visitors are unable to make it during the allotted times or are traveling a great distance, please speak to the staff and we will try our best to accommodate them. Family and friends can contact you at 530-621-4407. We also have a phone that you can use to contact family and friends for support.