What to Expect When You’re Not Expecting It:
Emergency Department Visit for a Mental Health Crisis

Who… seeks this type of service?
- Individuals of all ages
- Those who are experiencing minor worry or anxiety who do not have access to outpatient services currently
- Individuals in acute psychiatric crisis

Where… will you go?
- Local hospital Emergency Department
- The hospital will typically be the closest to where you are when the crisis occurs

How… will you arrive at the hospital Emergency Department?
- You may choose to present voluntarily
- Family or friends may bring you
- You may be sent by the school or your outpatient provider
- Emergency Medical Services or Law Enforcement may suggest/require you go

What… will it be like when you arrive?
- You will meet a triage nurse who will ask you about your symptoms and what your chief request is
- There will be assigned a nurse and a doctor who will manage your care. You will be asked additional questions. A brief physical exam and routine lab work will be completed.
- If a mental health or substance abuse assessment is needed, a specialty clinician will also meet with you and help with planning
- There may be a hospital staff member who stays with you

If possible, bring:
- Your insurance card
- A list of your medications
- Names and numbers of your Outpatient Providers
- Names and numbers of family or friends

Things to Note:
- Emergency Departments (ED) can be very busy which may impact how long you are there
- The ED staff and mental health clinicians should be available to answer all of your questions