

Resource for Practices: Responding to Urgent Behavioral Health Issues via Phone or Email

If a patient calls and it is felt that he/she is requiring some immediate response or action related to an urgent behavioral/mental health crisis, there are 3 categories of response:

Emergency:

-Caller is actively thinking of suicide and/or at current risk of harm to self or others

PHONE

If you are talking to the person you can ask directly:

“Are you thinking of suicide”? “Are you concerned now that you might hurt yourself or someone else”?

If the response is yes then offer to keep person on the line and call 911. If person refuses, try to get their name and location – keep person on the phone if able and flag someone down to call 911 and send law enforcement out to do a welfare check on the person.

EMAIL COPY/PASTE

If you or someone you know is in immediate danger, go to the closest emergency room or call 911 now.

Personal Distress

-Caller needs a behavioral health crisis line

PHONE

Crisis Lines staffed 24/7: These hotlines have trained people 24-7 that can talk with someone to help with de-escalating the stress and moving into a coping plan.

- Disaster Distress Helpline (24/7): 800-985-5990
- National Suicide Prevention Lifeline (24/7): 800-273-8255
- Northern Lakes Community Crisis Hotline 1-833-295-0616

Other Resources: phone lines and resources that are NOT staffed 24/7

MMC Central Access Team: 231-935-8351.

MMC Central Access Team is also available to talk with people in distress who are looking for resources but that phone line is NOT covered live.

Let the person know a MMC Central Access worker will get back with them within 24 hours. PLEASE advise not to use this number as an urgent crisis line.

EMAIL COPY/PASTE

If you are feeling distressed and need to talk to someone immediately, please call one of these hotlines:

Crisis Lines staffed 24/7: These hotlines have trained people 24-7 that can talk with you

- Disaster Distress Helpline (24/7): 800-985-5990
- National Suicide Prevention Lifeline (24/7): 800-273-8255
- Northern Lakes Community Crisis Hotline 1-833-295-0616

Other Resources: phone lines and resources that are NOT staffed 24/7

- MMC Central Access Team: 231-935-8351.

Leave a message with your phone number and one of our team members will get back with you within 24 hours.

[Needs Services but not in Distress](#)

PHONE

- MMC Outpatient Behavioral Health 1-800-662-6766
- Call 211
- Addiction Treatment Services 1-800-622-4810
- Catholic Human Services 231-947-8110
- Adaptive Counseling & Case management 231-715-8466
- Bay Area Counseling 231-933-4009
- Child and Family Services 231-946-8975
- Old Towne Psychological Services 231-941-6550
- Pine Rest Christian Mental Health Services 231-947-2255
- Traverse Health Clinic Counseling/Therapy 231-935-0799

EMAIL COPY/PASTE

If you are seeking support but not necessarily immediate crisis-level help, the following resources can help provide ongoing services, such as virtual counseling and support groups.

- MMC Outpatient Behavioral Health 1-800-662-6766
- Call 211
- Addiction Treatment Services 1-800-622-4810
- Catholic Human Services 231-947-8110
- Adaptive Counseling & Case management 231-715-8466
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