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What you need to know*..... SOME BASIC INFORMATION

** The information below is for educational purposes only. It should not be used as a substitute for seeking professional care.*

- Most mental health or psychiatric problems fall into one of three categories: emergency, urgent, or routine.

Emergency: The state defines an “emergency psychiatric condition” as a condition in which a person, due to a mental disorder, is an imminent danger to self or others or is immediately unable to provide for or utilize food, shelter, or clothing.

Urgent: The state defines an “urgent condition” as a condition, which, without timely intervention, is certain to result in an immediate emergency psychiatric condition.

Routine: A routine condition is one in which the person is in a relatively stable condition and needs an assessment for mental health services.
- When you call for assistance for an emergency and/or urgent mental health problem, be prepared to provide the following:

Basic identification data about the person who needs help, for example: name, age, phone no., address, social security no.
Reason for needing help now (if the problem is an emergency), or very soon (if the problem is urgent).
- If your problem is a routine one, and you have health insurance, contact your primary care physician or health plan. However, if it is an emergency or an urgent problem, contact one of the 24-hour emergency & urgent care mental health services below.

Where to call for ...24-HOUR EMERGENCY & URGENT CARE MENTAL HEALTH SERVICES

- Psychiatric Emergency Response Team** 911 (ask for PERT) Population Served: All ages
Services: Trained team assists in psychiatric crises
- San Diego Access and Crisis Line** (800) 479-3339 Population Served: All ages
Services: Phone crisis intervention; info & referral; Medi-Cal client contact point for mental health service authorizations
- Heidorn Lifeline** (858) 212-LIFE [858-212-5433] Population Served: Lesbian, gay, bisexual, transgender community, all ages
Services: Phone crisis counseling & suicide prevention
- Emergency Screening Unit** (619) 421-6900 Population Served: Children 17 and under
Services: Emergency psychiatric screening
- San Diego County Psychiatric Hospital Emergency Psychiatric Unit** (619) 692-8200 Population Served: Adults 18 and older
Services: Emergency psychiatric screening

Where to call forNON-EMERGENCY MENTAL HEALTH SERVICES

- Aging & Independence Services** (800) 510-2020 Population Served: Seniors, dependent adults & families
Services: Elder/dep. adult abuse referrals; info & referral
Hours: Abuse referrals 24/7; other services 8am-5pm M-F
- Albright Information & Referral Ctr.** (800) 523-5933 Population Served: People w/ mental illness, families/friends
SD Chapter, Nat'l. Alliance for Mentally Ill
Services: Info & referral; education and support services
Hours: 9am-5pm M-F. Website: www.namisandiego.org
- Heartbeat Family Partnership** (888) 843-5800 Population Served: Children, adolescents & families
Services: Info & referral, education and advocacy
Hours: 8am-6:30pm M-F Website: www.sdhfp.org

Where to call forNON-EMERGENCY MENTAL HEALTH SERVICES (continued)

- **Mental Health Association in San Diego County** (619) 543-0412
Population Served: All ages
Services: Info & referral; advocacy; self-help groups
Hours: 9am-5pm M-F Website: www.mhasd.org
- **National Association of Social Workers Counseling & Psychotherapy Referral Svc.** (619) 232-9622
Population Served: All ages
Services: Info & referral to licensed clinical social workers
Hours: 8am-8pm 7 d./wk. *Website: <http://naswca.org>
- **San Diego County Medical Society** (858) 565-8888
Population Served: All ages
Services: Info & referral to physicians and psychiatrists
Hours: 8:30am-5pm M-F *Website: www.sdcms.org
- **San Diego Psychiatric Society** (858) 279-4586
Population Served: All ages
Services: Info & referral to psychiatrists
Hours: 9am-3pm M,W-F; closed Tues.
Website: www.sandiegopsychiatricsociety.org
- **San Diego Psychological Association Psychologists Info & Referral Service** (619) 291-3451
Population Served: All ages
Services: Info & referral to psychologists
Hours: 24 hrs. 7 d./wk. Website: www.sdpsych.org
- **INFO LINE of SD County** Central: (619) 230-0997
N. Coastal: (760) 943-0997
N. Inland: (760) 740-0997
Outlying: (800) 227-0997
Population Served: All ages
Services: Info & referral to all county social services
Hours: 8am-6pm M-F; 9am-12pm S & S/Holidays
Website: www.informsandiego.org

Selected On-Line Mental Health Care Services and/or Provider Directories

*Note: Those services listed above that have a website marked with an asterisk (*Website) also provide on-line directories.*

- **SD County Network of Care for Mental Health** sandiego.networkofcare.org/mh/home/
Population Served: All ages
Services: On-line list of mental health & supportive services provided by the county and other organizations
- **Calif. Assoc. of Marriage & Family Therapists -TherapistFinder** www.therapistfinder.com
Population Served: All ages
Services: On-line list of marriage & family therapists
- **SanDiegoPsych.com** www.sandiegopsych.com
Population Served: All ages
Services: On-line list of psychiatrists and psychologists
- **The Therapist Directory of San Diego** www.sandiegotherapists.com
Population Served: All ages
Services: On-line list of marriage & family therapists, psychiatrists, psychologists and clinical social workers

Where to call forADVOCACY SERVICES

- **California Dept. of Managed Health Care HMO Help Center** (888) HMO-2219 [888-466-2219]
Population Served: All HMO members
Services: Help accessing managed care services
Hours: 24 hrs. 7 d./wk. Website: www.hmohelp.ca.gov
- **Consumer Center for Health Education & Advocacy** (877) 734-3258
Population Served: All ages-low income
Services: Help accessing services; assistance with complaints
Hours: 9am-5pm M, W-F; 8am-6pm Tues.
Website: www.healthconsumer.org/SanDiego.html

For more information see CHIP's *A Roadmap for Mental Health Services* at www.sdchip.org