



**TURNING POINT  
COMMUNITY PROGRAMS**  
A Path to Mental Health

# WELCOME TO THE MENTAL HEALTH URGENT CARE CLINIC!

As the first urgent care clinic of its kind in Sacramento County, we provide immediate mental health services to our community!

## HOURS OF OPERATION

Monday-Friday 10am-10pm; Saturday-Sunday and Holidays 10am-6pm.

## WHO WE SERVE

We provide services on a walk-in basis to individuals of all ages who are experiencing a mental health and/or co-occurring substance abuse crisis.

If you have an immediate mental health and/or co-occurring substance abuse need and are contemplating using an emergency room for yourself or a loved one, consider the mental health urgent care as a resource that can assist you in a calm and supportive environment. Our team of Peers, Clinicians, and Medical Staff (The HOPE Team) are here to help.

## TYPES OF SERVICE

Individual and family services are voluntary, and include but are not limited to:

- A safe space for individuals and families
- Peer and family support
- Psychiatric medication evaluation, excluding controlled medications (no medication is kept on site)
- Integrated co-occurring mental health and substance abuse crisis assessment
- Crisis intervention and counseling to avert the need for inpatient hospitalization
- Referral and linkage to on-going services and community supports

## CONTACT US

**ADDRESS:** 2130 Stockton Boulevard, Building 300, Sacramento, CA 95817

**PHONE:** (916) 520-2460

**FAX:** (916) 520-2459



Funded by the Sacramento County Division of Behavioral Health Services through the voter-approved Proposition 63, Mental Health Services Act (MHSA)

## **ELIGIBILITY FOR SERVICE**

We provide services on a walk-in basis to individuals of all ages who are experiencing a mental health and/or co-occurring substance abuse crisis.

Examples of who might access the urgent care clinic:

- Someone not currently linked to services experiences an unexpected crisis. *Clinic staff will provide triage, assessment, and referrals for qualifying services and resources.*
- Someone who has been linked to outpatient services but needs to access psychiatric care before it is available where they have been referred. *Clinic staff will provide needed urgent care services and communicate treatment with primary provider.*
- An individual who is linked to an outpatient provider but missed an appointment and is in need of urgent psychiatric care and medication. *Clinic staff will provide needed services, communicate treatment with primary provider, and may set a limit on frequency of urgent care clinic use.*
- An individual presenting with a primary substance use disorder or who may be under the influence will be assessed and offered linkage to on-going alcohol and drug treatment services.
- Linked or unlinked individuals experiencing a mental health and/or co-occurring substance abuse crisis when their assigned provider is closed, afterhours, or during the weekends/holiday. *Clinic staff can help avert the need for an emergency department visit by providing urgent care services, communicating treatment with the outpatient provider (if linked), and arranging appropriate follow-up care.*

## **CLINIC SETTING**

Quiet rooms are a place for individuals and families to safely and comfortably address their crisis and distress. There are specific rooms designed to meet the needs of children, adolescents, and adults. Snacks, water, and healthy coping activities are available in the lobby to keep individuals comfortable, engaged, and occupied while waiting for service. Those coming into the clinic can also receive peer/staff support to utilize the resource room, it's materials, and computer to identify other needed supports that would ameliorate future crises. Peers, including a family advocate, clinicians and medical staff may use interview rooms and quiet rooms to provide needed support and assessment.