

As a general rule, its always best to have the patient try and connect with the psychiatrist, therapist or mental health care provider they already have. If they are unavailable, these services provide 24hr coverage and consultation for psychiatric emergencies or even just questions about resources.

All the numbers are "non-MGH" except for the Boston Emergency Services Team, which operates one of their 4 sites through Mass General.

The crisis team's serve as a conduit to more intensive mental health services in addition to providing advice and clinical evaluations 24hrs a day. They can:

1. Provide mental status examinations in combination with risk assessments in-person, in their affiliated ERs or over the phone.
2. Disseminate information about psychiatric resources or accessing outpatient, inpatient or intermediate mental health care.
3. They can evaluate a person in crisis and then make referrals to Partial Hospitalization Programs, outpatient clinics or Inpatient Psychiatric Units based on the level-of-care necessary.
4. If they can coordinate the Section12 process of getting an at-risk person to an emergency room, coordinating with their psychiatrist, local police and ambulance.
5. They can advise family members or the person in crisis themselves about course of action in accessing appropriate care.
6. If a person they've evaluated has needed to board in an ER (in their catchment area) they will continue to do the bed-search for a psychiatric facility until they are placed if that's the level of care needed.

All in all, if you are working specifically in a catchment area (i.e. Boston) its important as a provider to ask the local team what they can provide as it does vary team to team.

Typically this is a specifically **Medicaid and Medicare only** service for face-to-face evaluations and referral. Although they should help guide anyone who calls no matter the insurance policy.