

Patient Education

Mental Health Emergency Response Guidance Sheet—Knowing Your Options

If you or your loved one experience any of the following situations, you have options.

SITUATION

- Change in behavior/mood
- New side effect from medication that is not dangerous to health
- Conflict with someone else that does not involve threat or act of harm

OPTIONS

- Contact your mental health provider to schedule an appointment
- Use your safety plan or phone coaching, if available
- Schedule an urgent visit with your primary doctor

SITUATION

- Thoughts of not wanting to be alive or wanting to harm yourself or someone else **WITHOUT** a plan to do so
- Hallucinations that are new or different

OPTIONS

- **Call the Suicide and Crisis Lifeline by dialing 988**

SITUATION

- Thoughts of not wanting to be alive or wanting to harm yourself or someone else **WITH**:
 - A plan to harm yourself or others **OR**
 - A hard time using your safety plan

OPTIONS

- **Go to the nearest Emergency Room**
- **Go to Stony Brook Emergency (CPEP)**

SITUATION

- Aggressive behavior
- Property destruction
- Threat of physical injury
- Cannot safely transport yourself or the person in crisis

OPTIONS

- **CALL 911**



Mental Health Emergency Response Guidance Sheet—Knowing Your Options (continued)

Special Considerations

- Police and other responders will work with you to keep everyone safe, this may include restraints (eg. hand cuffs) for safe transportation.
- Do what makes you feel most safe – it's okay to ask for help and there are a lot of options available.
- There may be other examples not mentioned here. Consult with your mental health provider if you have one, for more information and to form a "safety plan."

What is DASH?

DASH Diagnostic, Assessment and Stabilization Hub (DASH) offers 24 hour, 7 days a week, community crisis care program with a Mobile Crisis Team for Suffolk residents who struggle with mental health and substance abuse disorders. For many of the situations on page 1, DASH is a good option, if there are no safety risks. You can access DASH Services by calling the 24/7 hotline at (631) 952-3333.

DO NOT TRANSPORT YOURSELF OR ANYONE ELSE UNLESS IT IS SAFE TO DO SO!

CALL 911 if there is a risk that you will lose control of the car or that a passenger will exit the car unexpectedly or create a hazard for you or other cars on the road.

Tips for Calling 911

- Go to <https://www.smart911.com/> to complete a profile for your household to give information that helps responding police.
- Speak as calmly and clearly as possible and state there is a mental health emergency
- Try to have this document with you, printed or saved to your mobile device.
- Be ready to give information like:
 - Person's name and location
 - Why you are calling and what you need
 - Person's diagnosis (if known)
 - Things that upset the person (yelling at them, getting too close to them)
 - Things that might help soothe or calm the person
 - Special considerations (difficulty talking, health problems, medications taken etc.)

