

If you have thoughts of suicide or harm toward others, call the National Suicide Prevention Hotline at 800-273-8255 or go to your local ED immediately.



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Mental Health Crisis:
**Outpatient
Help or
Emergency
Department?**



visit us at
[memorial.health](https://www.memorial.health)

ATTENTION: Interpreting and Translation services are available free of charge in Spanish, French, American Sign Language and other languages. Call 217-588-7770 (TTY users, first dial 711). Memorial Health complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.



Often during a mental health crisis, it can be difficult to determine the right course of action—an appointment with a behavioral health professional or a trip to the Emergency Department (ED)?

ED Indicators

- Visual, auditory hallucinations or delusions that threaten safety
- Severe side effects from medication
- Aggression or assault
- Severe insomnia for more than two days
- Confusion or mania that threaten safety
- Overdose, physical health emergency

While at the ED, expect questions about current symptoms, when symptoms started, mental health history, relevant medical diagnoses, current mental health treatments and medications.

CRISIS PLAN

A crisis plan can help you and your loved ones keep an eye out for certain symptoms and be aware of appropriate steps to take in the event of a mental health issue.

INCLUDE:

- Your therapist or psychiatrist's phone number
- Phone numbers of family or friends
- Summary of diagnosis and any medications taken
- Identifying ways to cope with symptoms

Outpatient Help Available

CRISIS CLINIC

Speak with a mental health professional to get immediate emotional support and be linked to services and/or community resources for ongoing support.

710 N. Eighth St. | Springfield
217-525-1064

 Walk-in services are available Monday through Friday: 8:30 a.m. to 4 p.m.

The Crisis Clinic does not have walk-in psychiatric services.

THE LIVING ROOM

This calm, safe space provides immediate mental health support from Peer Recovery Specialists. The Living Room is free. No appointment is required, and it is available to those 18 and older.

710 N. Eighth St. | Springfield
217-588-5272

 Monday–Friday: 10:30 a.m. to 6:30 p.m.

EMOTIONAL SUPPORT LINE

Individuals facing non-crisis issues like anxiety or depression are encouraged to use this free service available to everyone, even those who are not Memorial Behavioral Health clients.

217-588-5509

 Monday–Friday: 8 a.m. to 8 p.m.

MOBILE CRISIS RESPONSE

As an alternative to the ED, clinicians provide a combination of face-to-face and telehealth evaluations, in the community setting, to patients experiencing a mental health crisis. They attempt to resolve the immediate crisis and will facilitate referrals to outpatient care or make recommendations for a higher level of care (such as inpatient hospitalization) when warranted.

217-788-7070

 Available 24 hours a day, 7 days a week, 365 days a year

NATIONAL SUICIDE PREVENTION LIFELINE

The Lifeline is 24/7 and available to anyone of any age experiencing a mental health crisis and contemplating suicide. A trained professional will provide immediate support and guidance.

800-273-TALK (8255)

MEMORIAL BEHAVIORAL HEALTH CLINICS

Memorial Health has clinics established in Jacksonville, Lincoln, Springfield and Taylorville providing outpatient mental health services. Please call for more information or to schedule an appointment at a location near you.

217-525-1064