



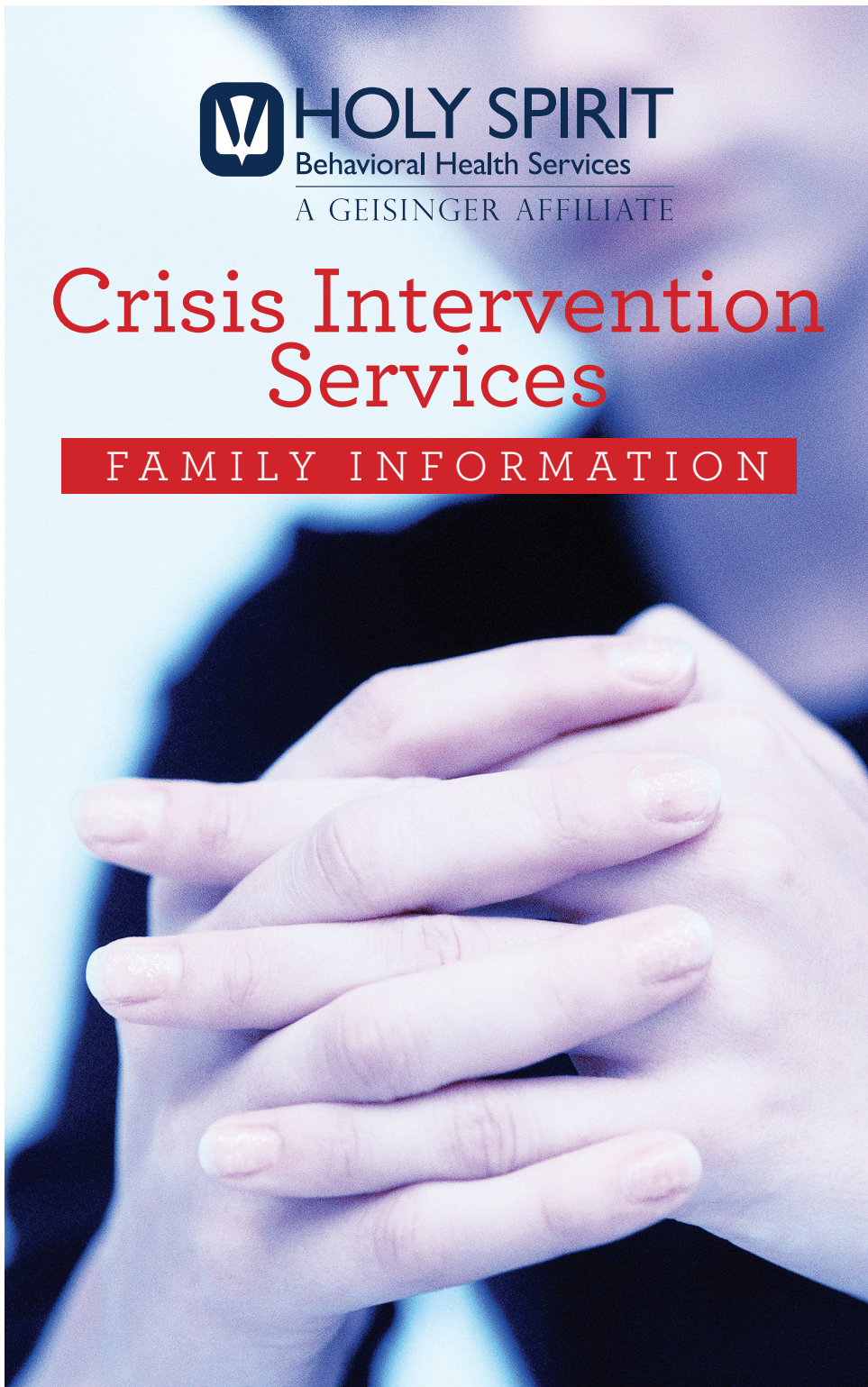
**HOLY SPIRIT**

Behavioral Health Services

A GEISINGER AFFILIATE

# Crisis Intervention Services

FAMILY INFORMATION



The Crisis Intervention Service is funded by the Cumberland County-Perry MH.IDD Program Office and is provided 24 hours per day, seven days per week to anyone who needs assistance for emergency psychiatric or mental health situations.

***Four levels of care are offered  
24 hours a day, seven days a week:***

### **Telephone Hotline 717-763-2222 or 866-350-HELP (4357)**

This telephone service is available for any child/adolescent experiencing mental health issues who feels the need to speak to a professional counselor. It also can be used by parents/guardians who are concerned that their child/adolescent may be in a mental health crisis or who need to speak with a professional counselor. The crisis worker will provide counseling and/or referral for additional help.

*This service is free of charge.*

### **Face-to-Face Emergency Crisis Assessment**

Provided only at the Holy Spirit Hospital Crisis Office located at the Holy Spirit Emergency Room.

This service is for any child/adolescent who presents at the Holy Spirit Hospital Emergency Room, and is **not** having thoughts of harming themselves and/or others, is **not** psychotic, or experiencing other issues requiring medical treatment. The child or adolescent will be seen in a face-to-face assessment in the Crisis Office. The crisis worker will provide assessment, evaluation, brief counseling, information, and referral for additional help. Parents/guardians will need to be with their child/adolescent in order to receive services.

*This service is free of charge.*

### **Emergency Room Crisis Consultation**

Provided at the Emergency Rooms located at Carlisle Regional Medical Center, Holy Spirit Hospital, and PinnacleHealth West Shore Hospital.

This service is provided if a child/adolescent presents at the Emergency Room with the following symptoms or behaviors:

- **suicidal or homicidal thoughts, plans, gestures and attempts**
- **severe psychiatric symptoms**
- **showing signs of serious self-neglect**
- **showing signs of serious self harm/self-injury**
- **refusing psychiatric or medical care because of impaired insight or judgment**

The child/adolescent will be admitted to the Emergency Room. The crisis worker will function as a consultant to the Emergency Room physician by providing an assessment, evaluation, counseling and referral for additional

treatment as necessary. Parents/guardians will need to be with their child/adolescent in order to receive services.

There is no charge for the Crisis Consultation service. *However, a fee will be charged for the Emergency Room, Emergency Room physician services, any lab work, and other medical treatment provided according to the specific hospital's policies.*

## Mobile On-site Crisis Assessment

This service is provided on-site in the community if a child/adolescent is experiencing an emergency psychiatric or mental health crisis and is unable or refuses to go to an Emergency Room for evaluation and treatment. The decision to activate the mobile crisis unit remains solely with the Crisis Intervention Services. The mobile crisis team will provide an assessment, evaluation, brief counseling, information, and referral for additional help at the location of the crisis event. Parents/guardians will need to be with their child/adolescent in order to receive services.

*This service is free of charge.*

## What families can expect when arriving at the Emergency Room of a Hospital

- The parent/guardian must register the child/adolescent at the Emergency Room registration desk.
- All children/adolescents must have the Emergency Room Triage Nurse determine the level of assessment and care that is required.
- When the level of assessment and care needed is determined by the Emergency Room Triage Nurse to be a **Face-to-Face Emergency Crisis Assessment**, a crisis worker will provide the service in the Crisis Intervention Office area.
- When the level of assessment and care needed is determined by the Emergency Room Triage Nurse to be **Emergency Room Crisis Consultation**, or if during the Face-to-Face Emergency Crisis Assessment it is determined the child/adolescent meets the criteria for Emergency Room services (as described above), the child/adolescent will be admitted to the Emergency Room for **Emergency Room Crisis Consultation** services.
- If hospitalization is necessary, the crisis worker will coordinate and arrange for the admission to an appropriate inpatient facility.
- If the child/adolescent is discharged from the Emergency Room, the crisis worker will provide recommendations for follow-up services and resources.
- Parents/guardians need to be with their child/adolescent in order to receive services.

## **Crisis Intervention Service locations:**

Holy Spirit Hospital Emergency Department  
503 N. 21st Street  
Camp Hill, PA 17011  
717.763.2222  
866.350.HELP (4357)

Carlisle Regional Medical Center Emergency Department  
45 Spring Drive  
Carlisle, PA 17013  
717.243.6005  
866.350.HELP (4357)

PinnacleHealth West Shore Hospital Emergency Department  
1995 Technology Parkway  
Mechanicsburg, PA 17050  
717.763.2222  
866.350.HELP (4357)



Crisis Intervention Services  
717-763-2222  
866-350-HELP (4357)