

What to do if you need emergency behavioral health (mental health or substance abuse) services

If you or a family member are experiencing a mental health or substance use disorder crisis, the Emergency Services Program (ESP) is available 24 hours a day, 7 days a week, 365 days a year. Anyone may contact ESP for assistance.

- Call them toll-free at 1-877-382-1609, and enter your zip code.
- Have a pen or pencil and piece of paper handy.
- Once you enter your zip code, you will get the phone number of the closest ESP that serves you. If you already have a provider, contact that person to help you.

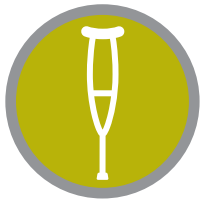
You may also call 911 or go to the nearest hospital.

If you do go to the emergency room, be prepared and remember to:

- Contact your PCP and let him/her know you are planning to go or have gone to the ER.
- Bring a list of your providers' names.
- Bring your Fallon member ID card and all of your medications with you.



SHOULD YOU GO TO THE EMERGENCY ROOM?



IS THIS AN EMERGENCY?



Call 911 if you have or someone near you has:

- A hard time breathing
- Chest or stomach pain or pressure
- Fainting, sudden dizziness, weakness
- Sudden changes in vision
- Suicidal or homicidal feelings
- Confusion or change in mental state
- Any sudden or severe pain
- Heavy bleeding
- Severe vomiting or diarrhea
- Coughed or vomited blood
- Unusual stomach pain
- Pain in the arm or jaw
- Sudden unusual headache
- Suddenly unable to speak, see or move
- Suddenly weak or drooping on one side of the body
- Inhaled smoke or poisonous fumes
- Possible broken bone
- Deep wound
- Serious burn
- Severe allergic reaction with trouble breathing, swelling, hives
- High fever with headache and stiff neck

Call your Primary Care Provider's (PCP) office for an appointment if you have any of these worries:

- If you are out of medications
- Minor cuts where bleeding is controlled
- Minor dog or animal bite where bleeding is controlled (But see your doctor because a rabies shot may be necessary.)
- A sprain
- Sunburn or minor burn from cooking
- Insect sting or delayed swelling from a sting (If you have breathing difficulty, go to the ER.)
- Skin rash
- Mild fever
- Colds, cough, sore throat, earache, flu
- Feeling mildly depressed but not suicidal
- Nausea, vomiting, diarrhea
- Joint pain
- Back pain
- Tooth or dental pain
- Mild to moderate nose bleed

If it is not an emergency, or if you don't know what to do, call your PCP.

If you can't get in touch with him or her, call Nurse Connect at 1-800-609-6175 (TDD/TTY: 1-800-848-0160). They are available 24 hours a day, seven days a week, and the call is free.

You can call Nurse Connect with any questions you may have. They can help you find the best place to get the right care.

Primary Care Provider



Nurse Connect



Urgent Care



Emergency Room