

# Psychiatric Urgent Care Center



**Same-Day Psychiatric Services**  
**Call ahead for same-day appointments. Walk-ins welcome.**  
**Wondering if psychiatric urgent care is right for you?**  
**Call 616.455.9200.**

## Who We Serve

- Adults ages 18 – 65
- Experiencing symptoms such as:
  - Depression
  - Anxiety
  - Panic attacks
  - Disturbing thoughts
  - Suicidal thoughts
  - Acute grief reactions
  - Trouble managing daily activities
  - Substance use disorders

**If experiencing a medical issue, please go to medical urgent care or an emergency room.**

## Services

- Level of care determination
- Social work assessment
- Psychiatric assessment
- Illness education for patient & family
- After care plan

## Payment

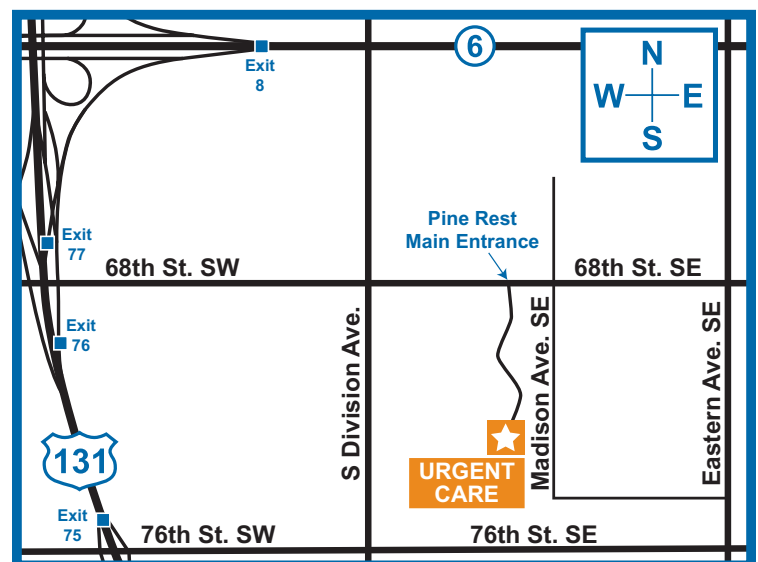
Most commercial insurance, Medicare and Medicaid health plans cover this service. **If you have Medicaid, please call ahead. Some plans require authorization for services.**

## Hours

Monday – Friday, 10 a.m. – 8 p.m.  
Saturday – Sunday, 8 a.m. – 3 p.m.  
Closed holidays.

## Location

Pine Rest Christian Mental Health Services  
Van Andel Center  
300 68th Street SE, Grand Rapids, Michigan



[pinerest.org/urgent](https://pinerest.org/urgent)

# Know Before You Go

The Psychiatric Urgent Care Center is a brand new concept, so if you have questions if this is the right level of care for you, please call us at 616.455.9200. We will listen and help you sort it out.



## Visit a Hospital Emergency Room or call 911 for serious or life-threatening conditions...

- Experiencing extreme agitation and resistant to treatment of mental health symptoms
- First time experiencing severe psychiatric symptoms (may be related to an acute medical issue)
- Self-harm has occurred and requires medical treatment to stabilize
- Individual is intoxicated or impaired from substance use



616.455.9200

## Call Pine Rest's Hospital Admissions...

- Imminent risk to self or others as a result of mental health symptoms
- Self-harm thoughts and actions
- Thought disturbance resulting in risky thoughts and/or behaviors combined with an inability to keep self safe

Prior Community Mental Health screening/authorization required for persons with Medicaid or with no insurance.



616.455.9200

## Visit Pine Rest Psychiatric Urgent Care Center...

- Moderate to severe psychiatric symptoms, such as depression or anxiety, that need to be assessed and addressed
- Daily activities are a struggle
- Without prompt treatment, symptoms are likely to worsen
- The individual is willing to seek treatment
- Individual is able to tolerate a waiting room while waiting for services



866.852.4001

## Call for a Pine Rest Outpatient Appointment...

- Symptoms are mild to moderate
- Daily activities are manageable
- Waiting for scheduled appointment seems reasonable
- The individual is willing to seek treatment

## Visit a Community Mental Health (CMH) Access Center...

- Individuals with Medicaid health plans who are in crisis or who need intensive services
- Mandatory for individuals with Medicaid seeking inpatient hospitalization, partial hospitalization or residential substance use disorder treatment



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