



Access Without an Appointment

Same-day in-person behavioral health assessments for adults

HOURS

Monday – Friday, 8 a.m. – 6 p.m.

LOCATION

Building E, Entrance E1
300 68th Street SE, Grand Rapids, Michigan

CALL 616.455.9200

- For questions
- For telehealth screening
- If you have Medicaid

VISIT pinerest.org/urgent

- To let us know you're on way
- For more information

Who We Serve

Adults ages 18+ experiencing acute psychiatric symptoms who cannot wait for routine outpatient intervention. 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
- Education for patient & family
- After care plan

Symptoms Treated

- Anxiety
- Depression
- Disturbing thoughts
- Panic attacks
- Suicidal thoughts
- Acute grief reactions
- Substance use disorders
- Trouble managing daily activities

Pediatric psychiatric urgent care is available for ages 6-17.

Call 616.455.5000, option 2 or visit pinerest.org/kids-urgent for information.

Know Before You Go

The Psychiatric Urgent Care Center is a 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



pinerest.org/urgent