

*Our program is committed to providing crisis intervention services that respect the dignity of the people we serve. The care we provide is comprehensive, culturally competent and accessible.*

### **PERSONS SERVED**

Individuals of all ages who have the following insurance plans\*:

- Uninsured
- All Mass Health (*Medicaid*) plans (*CarePlus, Family Assistance, Standard*)
- Beacon Health Strategies managed plans
- Commonwealth Care Alliance (*One Care*)
- Fallon
- Harvard Pilgrim
- Neighborhood Health Plan
- Celticare/Cenpatico
- Senior Whole Health
- Tufts Health Plan (*Navigator, Spirit*)
- Unicare State Indemnity Plan
- Medicare
- DMH Only

\*Call 1-800-981-HELP (4357) for updates on plans\*

### **FUNDING SOURCE**

The Cape Cod & The Islands Emergency Services Program: Cape Cod is one of the statewide Emergency Services Programs supported by the Massachusetts Behavioral Health Partnership.

### **COMMUNITIES SERVED**

Barnstable, Bourne, Brewster, Chatham, Cotuit, Dennis, Eastham, Falmouth, Gosnold, Harwich, Hyannis, Mashpee, Orleans, Osterville, Provincetown, Sandwich, Truro, Wellfleet, Woods Hole, and Yarmouth.

### **HOURS OF OPERATION**

- 24/7/365 clinicians respond to homes
- Urgent Care Hours:
  - Mon-Fri: 7am to 11pm
  - Weekends: 11am to 7pm
- 24/7/365 Crisis Stabilization beds

\*Call #800 prior to visiting Urgent Care\*

### **URGENT CARE CENTER & COMMUNITY CRISIS STABILIZATION PROGRAM**

270 Communication Way  
Hyannis, MA 02601

## **Cape Cod & The Islands**

*Cape Cod*

*The Cape Cod & The Islands Emergency Services Program: Cape Cod sends mobile crisis clinicians to homes, schools, outpatient clinics and many other community locations.*

- **Lead Agency:** Boston Medical Center
- **Partners:** Bay Cove Human Services, Vinfen Corporation, and Cape Cod Hospital

24-Hour Hotline  
**1-800-981-HELP**  
(4 3 5 7)

**BOSTON MEDICAL CENTER**

## Your door to crisis mental health and substance abuse services...

The Cape Cod & The Islands Emergency Services Program: Cape Cod provides 24-hour response to adults and youth in need of crisis intervention for mental health and substance use concerns.

Experienced master's level clinicians, psychiatrists, family partners, certified peer specialists, advanced practice nurses, registered nurses, and mental health workers make up the team.

They deliver services in the community (e.g., homes, schools), at the urgent care centers, and, if necessary to address medical or safety concerns, at local emergency departments.

### **24-HOUR CALL CENTER**

**1-800-981-HELP (4357)**

Dial this toll-free number 24 hours a day to initiate services. Call Center clinicians will provide information, referral or arrange an in-person evaluation. When you call, you will be asked demographic information, as well as detailed questions about the crisis at hand – try to remain calm and answer questions fully. This important step can save time and help us offer a successful intervention.



### **MOBILE CRISIS INTERVENTION**

Mobile Crisis Intervention, known as MCI, is the youth-serving (*under the age of 21*) component of our program. MCI provides a short-term service that is a mobile, onsite, face-to-face therapeutic response to youth and family caregivers experiencing a behavioral health crisis.

MCI identifies the problems involved, assesses needs, and begins to treat and stabilize the situation, reducing immediate risk of danger to the youth or others.

MCI provides up to 72 hours of intervention and services.

### **URGENT CARE CENTER**

The Urgent Care Center offers an option when an office-based evaluation is desired. They also provide urgent psychopharmacology by appointment. Please always contact the Call Center at 1-800-981-HELP (4357) prior to visiting our sites.

### **COMMUNITY CRISIS STABILIZATION**

The adult Community Crisis Stabilization program serves persons 18 years of age and older, providing short-term crisis intervention over a three- to five-day stay. A staff-secured and safe treatment program, the CCS is a successful alternative or diversion to inpatient hospitalization.

### **SUMMARY OF CAPE COD SERVICES**

The Cape Cod & The Islands Emergency Services Program: Cape Cod provides a comprehensive, highly integrated system of crisis evaluation and treatment services to residents of Barnstable, Bourne, Brewster, Chatham, Cotuit, Dennis, Eastham, Falmouth, Gosnold, Harwich, Hyannis, Mashpee, Orleans, Osterville, Provincetown, Sandwich, Truro, Wellfleet, Woods Hole, and Yarmouth, serving all ages and multi-cultural populations.

We provide:

- Immediate information/referrals
- Psychiatric evaluation
- Crisis intervention and treatment
- Short term Community Crisis Stabilization Program  
(*up to 3-5 day overnight stay*)
- Peer to peer support
- Referral for ongoing treatment