

## Unsure Of Where To Refer Someone For Support?

Please follow the below guidelines to determine when to engage EAP/CAP/SAP services and when other resources should be accessed.

**Counseling  
Session**  
800.442.0809

### Use EAP/CAP/SAP benefits to schedule a Counseling Appointment

- Symptoms are mild to moderate and daily activities are manageable.
- Waiting for scheduled appointment seems reasonable.
- The individual is willing to seek assistance.

**Hotline**  
800.442.0809

### Use EAP/CAP/SAP 24/7 Hotline

- Issue needs to be addressed within the next 2 to 3 hours.
- Individual is not suicidal, intoxicated, or engaging in self-harm behaviors.
- The individual is willing to seek assistance.

**Same Day  
Counseling**  
800.442.0809

### Use EAP/CAP/SAP benefits for a Same-Day Counseling Session

- Symptoms are moderate and daily activities are manageable.
- Same day counseling is needed to manage until scheduled appointment.
- Individual is willing to seek assistance.

**Urgent  
Care**  
616.455.9200

### Visit Pine Rest Psychiatric Urgent Care Center\*

- Moderate to severe symptoms that need to be assessed and addressed.
- Daily activities are a struggle and without treatment, symptoms are likely to worsen.
- The individual is willing to seek assistance and be seen in person if required.

**Inpatient  
Admission**  
616.455.9200

### Call Pine Rest Hospital Admissions\*

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

**Emergency  
911**

### Visit a Hospital Emergency Room or call 911\*

- Experiencing extreme agitation and resistant to treatment.
- 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.

*\*Psychiatric Urgent Care, Inpatient Admissions, and Hospital services are NOT covered by EAP/CAP/SAP benefits.*