

Mental and Behavioral Health Needs for Children and Youth

- For those who have Mental Health clinicians (whether at the Medical Center, school-based, other health system, or private practice):

Start by trying to reach your therapist or a covering clinician. They should have directions for who may be covering if they are unavailable or for emergencies.

- For those without current providers or being seen by pediatric providers about mental health issues:

Contact your primary care provider – pediatrician or family physician first.

- For those with urgent needs/in crisis:

Families or patients can call the **Behavioral Health Crisis Line at 585-275-8686**. Staffed by clinicians, this crisis line can help determine level of care need and connect with appropriate services;

Hours for Behavioral Health Crisis Line are 7a-8p M-F, 10a-6:30p Sa and Sun
(One can also contact Mobile Crisis directly if seeking an emergency mobile crisis visit at 585-529-3721)

Updates on Pediatric MH Services at the Medical Center/Children's Hospital

- CPEP/emergency services, including mobile crisis, continue to be available without change
- Inpatient service continues.
- Partial Hospital Service continues to operate with daily screening of patients and problem-solving for those who do not or cannot come in.
- Outpatient services have some significant changes: we have cancelled groups and moved toward telephone/telemedicine visits whenever possible and are rescheduling non-essential visits. When clinically appropriate onsite appointments are available and continue.