Stressed Out?
Need to Talk to Someone Today?

Are you struggling with:

- Overwhelming Stress
- COVID related distress as a health care or essential worker
- Mild or moderate mental health symptoms
- Urgent mental health needs

We are here for you.

We know these are trying times for everyone. Our new Virtual Behavioral Health Urgent Care staff are here for you 24/7/365 whether you just need someone to talk to, or are having a mental health crisis, we are ready to video chat with you!

No out of pocket costs: We cover any co-pays as well as the full cost for those without insurance. Please have any insurance card available.

GHS 24/7/365 Virtual
Behavioral Health Urgent Care
810.257.3740
877.346.3648

GHS
Genesee HEALTH SYSTEM
Hope and health in the community

Virtual Behavioral Health Urgent Care

Frequently Asked Questions

1. **What is Virtual Behavioral Health Urgent Care?**
   This is a 100% virtual service for persons located in Genesee County providing remote face-to-face video chat services 24 hours a day, 7 days a week with licensed mental health professionals. For emergencies, you should contact 911 or visit your nearest emergency department.

2. **How does a person get started? Is a referral required?**
   Call Genesee Health System 24/7/365 at 810.257.3740 or 877.346.3648 and staff will assist with getting a person connected. The person needing the service must be present, willing to engage in a session, and have access to a smartphone or electronic device with video capabilities. A referral from a health care provider is not required.

3. **How do I know if this is something I should just deal with on my own instead of calling in?**
   Staff are trained to assist people with varying levels of urgent care needs and can help you determine what might be a good option for you as a next step. If you find yourself overwhelmed and wondering what to do, give us a call and we can help.

4. **I am a health care worker, behavioral health care provider, professional, essential worker, or someone receiving this flyer. Is this service available to me or my family?**
   Yes, we all need a listening ear sometimes and are here to support you! Anyone in Genesee County needing support can call in. The staff are specially trained to work confidentially with anyone providing services to the public during this unusually stressful time of the COVID pandemic.

5. **How much does it cost for a visit?**
   There are no out of pocket costs; we cover any co-pays as well as costs for those with no insurance. However, if you are referred for additional follow up services after your initial visit, insurance billing may occur and a sliding scale fee is available.

6. **What service will the Behavioral Health Urgent Care provide for people already receiving services through Genesee Health System or a Genesee Health System Network provider?**
   During business hours, a person is encouraged to contact their care team. After business hours, the Behavioral Health Urgent Care is available to provide support to you.

7. **Can children call in? If so, does a parent or guardian have to be present?**
   Children can call in to the Virtual Urgent Care. Children under 14 must have a parent or guardian present. Children under 18 must have a parent or guardian available for referrals to higher levels of care.

8. **What can a person expect at a visit? Is there a wait time? How long do sessions usually last?**
   Staff will collect some basic information (name, phone number, current location) and conduct a safety screening before conducting a visit. The wait time will vary depending on how busy staff are with current volume and the option to make an appointment instead of waiting is available. The session is approximately 45-55 minutes.

9. **Is an appointment needed?**
   No, advance notice is not required. An appointment can be made to secure a time for the same, or next, day.