

## Service Availability

**Access to Care** services are available Monday through Friday, 8:00 a.m. to 5:00 p.m. Crisis Services are available for emergencies after 5:00 p.m. on weekdays as well as weekends and holidays.



**1-800-913-6109**

*Our Mission is to empower consumers and staff to maximize their potential for self sufficiency and productivity by providing continuous enhancement of behavioral healthcare services that are consumer and family centered, easily Accessible and cost-effective.*

# ACCESS TO CARE

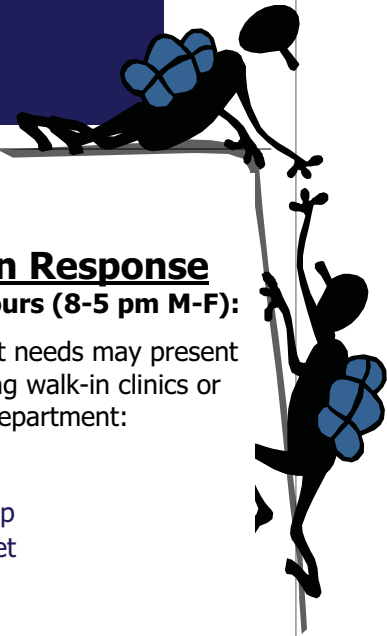
**1-800-913-6109**



*Managing Behavioral Healthcare for the  
Citizens of Duplin, Lenoir, Sampson  
and Wayne Counties*

# ACCESS -TO-CARE AT EASTPOINTE

## 1-800-913-6109



### What is Access To Care?

The Eastpointe Access department serves as the first point of contact for individuals who are seeking MH/DD/SA services and are not currently being served within the MH/DD/SA system, and for anyone who is in a crisis/emergency situation. The Access staff:

- Determine the presenting problem
- Complete the initial clinical screening
- Determine the level of care
- Make referrals for services
- Schedule outpatient appointments
- Help resolve crisis and emergency situations

### Who is eligible?

The Access Units help children and adults obtain services in:

- Mental Health Services
- Substance Abuse Services
- Developmental Disability Services

### Can Access respond to Emergencies?

**Yes**, the Access Unit uses the following response time guidelines:

- **EMERGENT CARE/CRISIS:**

An emergency care response is made when there is a life - threatening situation. Response time is within two hours.

- **URGENT CARE:**

An urgent care response is made when the situation is not dangerous, but the individual feels desperate and the condition could deteriorate. Scheduled appointments are typically made within 48 hours.

- **ROUTINE CARE:**

Routine care is given when symptoms exist and impair the individual's ability to participate in every day life. Scheduled appointments are typically made within 7 calendar days.



### Crisis Walk-In Response

**During working hours (8-5 pm M-F):**

Emergent and Urgent needs may present at one of the following walk-in clinics or contact the Access Department:

#### **Duplin County:**

New Dimension Group  
416 West Ridge Street  
Rose Hill, NC

#### **Lenoir County:**

PORT Human Services  
2901 N. Herritage Street  
Kinston, NC

#### **Sampson County:**

Alternative Care Treatment Systems (ACTS)  
207A West Main Street  
Clinton, NC

#### **Wayne County:**

Waynesboro Family Clinic  
1706 Wayne Memorial Drive  
Goldsboro, NC

### **After 5 pm/weekends/holidays:**

All persons with Behavioral Health needs should contact the Access Department and a face to face screening may be arranged if needed by that department.