MENTAL HEALTH
Awareness Campaign
UNITED MADISON

HOW TO NAVIGATE GETTING HELP

If you or loved one is experiencing a mental health CRISIS::

1. **Call 911** if you or a loved one is in immediate danger of hurting themselves or others. They can also determine what hospital is best equipped to help you.

2. Call the local Journey Mental Health CRISIS LINE at **608-280-2600** and speak with a trained professional to learn how to handle the situation, where to go or who to call.

If you or a loved one are seeking help and support:

It can be daunting to figure out where to turn, what to do and how you can get help. This guide will give you some direction. Politely advocate for yourself; calmly ask questions and be honest about what you or a loved one are going through. The doctors and nurses are there to help you and can provide non-judgmental guidance. **Please go through this simple chart to determine how to navigate getting help:**

Q. Do you have insurance?

If NO, contact Recovery Dane at 608-237-1661

They will walk you through where you can go, where you can call and will provide you with the answers you need. They are open Monday – Friday from 9am to 3pm.

If YES, go to the next question.

Q. Do you have a regular doctor?

If NO, contact your insurance company and follow these steps:

- Let them know you have an immediate need to get help in finding a doctor / clinic
- Ask what hospital / emergency room is covered by your insurance
- Contact the doctor's office. Tell them you are a NEW PATIENT and need to see a doctor ASAP
- Ask to speak to a nurse and explain that you have an urgent need

NOTE: *They MAY suggest to go to the Emergency Room for immediate help. If this happens, explain to the emergency room people who check you or your loved one in, "I am in a mental health crisis and need to be seen."*

If YES, call your clinic and ask to speak to a nurse. Explain that it is urgent.

- Explain to the nurse in detail what is going on and that you need immediate help
- Answer all questions and follow the recommendations on how to get help