

# Addiction & Mental Health Access 24/7

## We are officially opening!

After much anticipation, planning and more planning, we are thrilled to announce that Addiction & Mental Health Access 24/7 will be open to the public as of

**Monday, June 17<sup>th</sup>, 2019**

There will be a media campaign to announce the opening to the public.

*\*Note this communication is intended for health service partners and external community agencies, partners and organizations.*

### What exactly does Access 24/7 offer?

Addiction & Mental Health Access 24/7 offers a point of contact for adults seeking support with mental health and/or addiction concerns. We are here to help our partners, community, clients, patients and families navigate the system of supports available. Our clinicians will conduct triage, screening and assessment in order to best match an individual's need(s) to services and programs.

We help those not only in the community but also those in hospital get connected with the services that meet their needs. We also receive referrals from across the province for people moving into the Edmonton and surrounding areas.

### What Access 24/7 is not -

Access 24/7 is not an emergency department. There are no stretchers or beds, no direct admission to inpatient beds, no medical equipment to handle medical emergencies. However, if someone needs more support than we can offer, we can help them get the care they need.

Access does not replace existing access points such as Access Open Minds, Addiction & Mental Health Children Youth and Family Intake and Walk-In, and Community Geriatric Psychiatry.

**780-424-2424**

**Anderson Hall**  
10959 102 Street  
Located across from the  
Royal Alex Hospital  
Emergency Department.



### We want to hear from you!

We said from the very beginning that we may not get it right the first time. Redesigning access into our system is the first step, we still have lots of work left to do!

Maybe there is something we could do to make the experience better next time? Or perhaps it was a great experience and you want to share with us. Please send your feedback to [AMHAccess247feedback@ahs.ca](mailto:AMHAccess247feedback@ahs.ca)

### How do you make a referral?

A professional referral is not required. Individuals struggling with an addiction and/or mental health concern can contact us anytime 780-424-2424.

If you would like to send us a referral, that is fine too! [Click here](#) for our referral form.

Have question? Aren't sure how to help one of your clients? Give us a call!

### Interesting Facts

We actually had a 'soft opening' on May 21<sup>st</sup> targeting individuals discharged from emergency departments in Edmonton. Since May 21<sup>st</sup>, the Access 24/7 team has -

- SEEN**  
over **80** individuals walk-in.
- RECEIVED**  
**64** referrals from inpatient psychiatric units.
- ANSWERED**  
**80%** of over **4000** calls received.
- OUTREACHED**  
to over **150** individuals experiencing crisis or requiring stabilization in the community.
- COMPLETED**  
over **200** Stabilization visits at Anderson Hall.
- ASSESSED**  
over **260** clients in our Urgent Psychiatric Clinic.

### Addiction and Mental Health Access 24/7

Edmonton and surrounding communities

Looking for help?  
Need support?  
In crisis?

**780-424-2424**

