



# CountyCare BH Resources



Created Oct 2025  
Updated February 2026

# Newly Contracted BH Provider List

Entity Name	Provider Type
Cornerstone Recovery Community	BH (DASA/SUPR)
The Gentle Caress, LLC	CMBH
Art of Recovery Services NFP	BH (CMHC)
Mathers Recovery LLC	BH (DASA/SUPR)
Bridgette Spann-Edwards, LCSW	BH
Living in Empathy Institute	BH
Global Homecare Services	BH (CMHC)
Cartwheel Health Services PC	BH
Positive Development of California PC	BH (ABS Therapy)
Brave Health Medical Group, PA	BH (Telehealth)
Thriving Sparrow Counseling & Wellness, PLLC	CMBH
Touch of Wholeness Psychological Services LLC	BH (CMHC)
Stone Catchers Counseling	BH
Mugen Psychiatry LLC	BH
Baal Perazim Wellness and Health Service	BH
KI Insight LLC	BH
Affect Therapeutics Inc	BH (DASA/SUPR)

Entity Name	Provider Type
Destinee Moore LCSW	BH
Elevation Individual and Family Thrpay PLLC	BH
ODA Solutions, Inc	BH (DASA/SUPR)
Brighter Care ABA LLC	BH (ABA)
DR TYREE BRINSON AND ASSOCIATES	BH (CMHC)
Behaviorcare LLC	BH
Flourish Counseling Centers PLLC	BH
Integrity Healthcare LLC	BH
Mindful Behavior	BH
Bai & Kay Partnership	BH
Great Minds Healthcare Services LLC	BH
Life House Behavioral Health	BH (DASA/SUPR)
Autism Spectrum Therapies, LLC d/b/a Total Spectrum	BH (ABA)
Depth Counseling Services, PC	BH
Graceful Growth Counseling Services PC	BH
Joyful ABA LLC	BH (ABA)
Northwest Psychiatry, PC	BH
Hilton M Gordon MD	BH
Mosaic Nature Therapy and Wellness	BH
S&T Behavioral Health & Medical Consultants Inc	BH

Entity Name	Provider Type
Otte Practice PLLC d/b/a Ellie Mental Health	BH
Family First Mental Health	BH
ICG Services LLC dba Spectrum of Smiles	BH
Thriving Lane	BH (Telehealth)
Bridgeview Clinical Services LTD	BH
Ghadeer Counseling Services PC	BH
Peak Behavioral Services Inc	BH (ABA)
Montera Health Illinois LLC	BH (ABA)
Aldad Medical PC	BH
Light Assist Inc	BH (ABA)
Education Works Consulting Firm, Inc	BH (CMBH)
Alexian Brothers Medical Center d/b/a Alexian Brothers Behavioral Health Hospital	BH
Virtual Physician Associates Ltd d/b/a My Own Doctor Medical Group	BH (Telehealth)
Ashlyn Elliot Lopez, LCSW	BH (CMBH)
Lotus Mental Health System LLC	BH (CMBH)
MK Counseling & Wellness PLLC	BH (Telehealth)
Serene Health IPA Medical Corporation	BH (Telehealth)
Chrysalis Counseling, Coaching and Consulting LLC	BH (Telehealth)

# 2024 BH Network Provider Updates

Link to Provider Finder: [Find Care - CountyCare](#)

The screenshot displays the CountyCare Provider Finder interface. At the top, there is a search bar with the placeholder text "Enter an address, city or zip code" and a button labeled "Use my current location". Below the search bar is a blue banner with the text "Hello, What are you searching for today?". Underneath the banner are three search options: "Doctors by name", "Doctors by specialty", and "Places by name". A blue callout box points to the "Doctors by specialty" option with the text "Search by or Behavioral Health Specialty". Another blue callout box points to the "Doctors by name" and "Places by name" options with the text "Search using Doctors Name/Place Name (from contracted provider list)". To the right of the main interface is a "Filters" sidebar with various filter categories: "Search Area" (3 miles), "Patient Age" (All ages), "Languages Spoken by Provider", "Accepting New Patients" (with checkboxes for "Accepting New Patients" and "Accepting PCP Patients"), "On Demand Providers", "Show Primary Care Providers", "Quality", and "Specialty". At the bottom of the filters sidebar are links for "Reset filters" and a "Get results" button.

# IHPA-Scope of Services

## Appointment Type as Defined by CAHPS



Appointment for Care  
for Non-Threatening  
Emergency



Urgent Care  
Appointment



Initial Visit for Routine  
Care Appointment



Follow-up Routine  
Care Appointment



After Hours Care



Appointment Waiting  
Time

## Appointment Availability

- Within 6 hours (or directed to emergency department or behavioral health crisis unit) after Attributed Member request
- Within 48 hours after Attributed Member request
- Within 10 Business Days after Attributed Member request
- Within 30 days after Attributed Member request
- 24/7 on call coverage; voicemail not accepted
- Less than 1 hour after scheduled appointment time start

# Partnership for BH Access-CountyCare and Midwest Family and Community Resources

**Goal:** Increase follow-up care for members with a behavioral health ED visit or hospital admission to meet the HEDIS requirements of within 7 days or at least within 30 days.

**Barrier:** Lack of established provider, lack of access within current provider office.

**Resource:** Scheduling Assistance for Members who need a BH follow-up appointment without an established provider (or a provider without capacity during the required period-within 7 days or at least 30 days).

MFCR is a contracted entity that provides BH services to CountyCare members and has committed to provide capacity for our members who need to be seen within required timeframes.

Care can be provided in person, or *via telehealth*.

Physical locations are as follows:

Evergreen:  
9730 S. Western #305  
(Advocate Building)

Hazel Crest:  
3330 W. 177<sup>th</sup> St Ste 1F

## **Central intake line (708) 745-3040 Option 2**

Preferred process would be to assist the member by calling to secure an appointment to meet the timeframe (**within 7 days** or at least 30 days) from discharge from the hospital or ED encounter. Review of transportation needs, ability to navigate a telehealth visit, etc., should be completed and addressed. If the care manager is scheduling the appointment, they must have the ability to answer questions regarding why the member is seeking mental health support and provide demographic information to complete the intake process.



[Midwest Family and Community Resources \(mfcr.info\)](http://mfcr.info)

# Brave Overview

Brave is a **100% virtual** outpatient mental health provider with a **focus on serious mental illness** and **maternal mental health** geared **towards Medicaid members**

**Brave is a 100% virtual behavioral health provider**



- Ongoing Outpatient Care
- Virtual Video Sessions
- Psychiatry (Medication Management), Therapy (Group & Individual) and Support Services

**We are designed to serve individuals with complex needs**



- Medicaid Focused
- Serious Mental Illness
- Adolescent care: 13+
- Comorbid Condition / High Utilizers
- Maternal Mental Health
- Rural Areas
- Follow-up After Hospitalization

**We make it easy to refer & partner with you**



- Simple online form
- Real-time confirmation & notifications
- Closed loop communication with referrers every step of the way

# How to Make a Referral to Brave

## Fast Access Online Referral Form



Step 1 of 2

### Put your patients on a brave path forward

To refer a member to Brave Health, please fill out this secure form.

We'll use the member's information to outreach them, and your information to share progress updates.

Required Fields (\*)

#### Patient Information

Next



- Once submitted, you will receive ongoing email notifications on your referred patients' key milestones.
- This includes the date and time of appointments, appointment outcomes, and if a patient declines services.
- If you need more information about a referral, you can email us at [partnersupport@bebravehealth.com](mailto:partnersupport@bebravehealth.com) and include the following patient info: Name, DOB, and Member ID

**Referral Form Link:** [www.bebravehealth.com/referral](http://www.bebravehealth.com/referral)

EMR: Brave Health

Fax: 727-306-8033

Secure Email: [referral@bebravehealth.com](mailto:referral@bebravehealth.com)

# Additional BH Telehealth Resources

## Telehealth Services

CountyCare covers virtual telehealth appointments. Telehealth (sometimes called telemedicine) lets you talk with providers remotely. It's fast, easy, and convenient! Providers can share health information, diagnose conditions, recommend treatments, provide mental health counseling, and prescribe medication.

Virtual immediate care appointments are available through [Cook County Health Express Care](#) to help treat basic medical issues. This means you can talk to a licensed Cook County Health provider from the comfort of your home. All you need is a computer, tablet, or smartphone and an internet connection!

CountyCare has additional in-network providers offering telehealth medical, counseling, and psychiatry services. Please [click here](#) for a selected list of providers.

## Feeling anxious, lonely, or sad? Need someone to talk to?

Consider reaching out to a CountyCare telehealth provider. Visit their websites or call to set up an appointment.

### Brave Health:

[www.bbravehealth.com](http://www.bbravehealth.com), 305-902-6347

### Midwest Family & Community Resources:

[www.mfcr.info](http://www.mfcr.info), 708-745-3040

### MK Counseling & Wellness:

[www.mkcounselingchicago.com](http://www.mkcounselingchicago.com), 312-748-0768

[Covered Services – CountyCare Health Plan](#)

Resource Link: [Telehealth Behavioral Health Providers](#)

- Aunt Martha's: 877-692-8686 Option 2 for scheduling.
  - Call center hours 7am-7pm Monday-Friday and 8am-4pm Saturday

# Behavioral Health Resources

Any time you suspect or know that a member is a danger to self or others, call 911 (even with member on the phone)

Text “TALK” to 552020

**NAMI Chicago – Helpline**  
833-NAMI-CHI (626-4244)

**National Suicide Prevention Lifeline**  
1-800-273-TALK (1-800-273-8255)  
Support and crisis resources for yourself or someone else.

National Suicide Lifeline-Dial 9-8-8  
**988 Frequently Asked Questions | SAMHSA**

**Crisis Textline**  
Text NAMI to 741741  
24-hour text message support for those in crisis.

**The Trevor Project**  
1-866-488-7386 or text START to 678678  
*Support for LGBTQ+ youth ages 24 and under.*

**Trans Lifeline**  
1-877-565-8860  
*Support for transgender individuals*

***MCR Agency Contacts’ document is updated quarterly and available at <https://countycare.com/providers/care-coordination/>***

**Between Friends**  
1-800-603-HELP (1-800-603-4357)  
*Chicago domestic violence crisis line run by a nonprofit.*

**City of Chicago Domestic Violence Helpline**  
1-877-863-6338  
*Chicago domestic violence help and referral line run by the city*

**Chicago Rape Crisis Hotline**  
888-293-2080  
*Chicago non-profit for survivors of sexual violence and their significant others.*

**National Sexual Assault Hotline (RAINN)**  
1-800-656-HOPE (1-800-656-4673)  
*National anti-sexual violence organization and hotline.*

**Veterans Crisis Line**  
1-800-273-8255 or text 838255  
*For veterans and those concerned about them.*

**Illinois 211**  
**Call 211 for Essential Community Services | United Way 211**  
2-1-1 is a free referral and information helpline that connects people to a wide range of health and human services, 24 hours a day, 7 days a week. To contact 2-1-1 in any state, including Illinois, simply dial the numbers 2-1-1 from any phone.

# Illinois BH Resources

## Web Resources for Illinois Services

- Illinois Department of Human Services–[Division of Mental Health](#)
- Illinois Department of Human Services–[Division of Alcoholism and Substance Abuse](#)
- [National Alliance on Mental Illness–Illinois](#) – The National Alliance on Mental Illness is a nationwide advocacy group, representing families and people affected by mental health disorders in the United States. The national organization is organized into state and local affiliates, of which NAMI–Illinois is one.

## CARES LINE:

- 800.345.9049
- All Managed Care Organizations (MCOs) and Managed Care Community Networks (MCCNs) can utilize this line for the purposes of centralized intake and localized dispatch for children in mental health crisis. When determined appropriate, the CARES line will dispatch the managed care plan’s contracted crisis responder to the child’s location. A face-to-face crisis assessment will be done, and determination will be made if the child can be stabilized in the community. The Mobile Crisis Response program can provide access to covered community-based behavioral health services for a 30 days following the crisis event.

# MAT/SUD Resources

## CCH Bridge

The graphic features the Cook County Health logo on the left, with the text 'COOK COUNTY HEALTH' in large white letters and 'BRIDGE CLINIC' in smaller white letters below it. To the right of the logo is a circular graphic showing several hands of different skin tones reaching up to form a heart shape. In the background of this circle are stylized human figures in shades of blue.

**COOK COUNTY  
HEALTH**  
BRIDGE CLINIC

**The Bridge Clinic at Cook County Health is your entry point into recovery.**

We act as an urgent care clinic for those struggling with opioid and/or alcohol use. The Bridge Clinic provides rapid access to treatment without judgement.

Common examples of opioids include heroin and prescription pills like oxycodone (Percocet, OxyContin), hydrocodone (Vicodin), codeine, fentanyl, and morphine.

Link to program details:

[Bridge Clinic | Cook County Health](#)

Contacts for Bridge Clinic:  
312-864-4MAT (4628)  
Email: [bridge@cookcountyhhs.org](mailto:bridge@cookcountyhhs.org)

### **Integrated addiction treatment with a prescriber and recovery coach**

Commonly prescribed medications:

- Buprenorphine [Suboxone™, Brixadi™, Sublocade™, Zubsolv™] for opioid use disorder
- Naltrexone [Vivitrol™] for opioid and alcohol use disorder
- Naloxone [Narcan™] for opioid overdose\*
- We do not offer methadone treatment but will make a referral when appropriate.

Linkage to other substance use treatment and support services including residential, intensive outpatient, peer support, methadone clinics and recovery homes.

# BH Providers with SUD services

Haymarket-Ph: 312-226-7984

South Suburban Council-Ph: 708-647-3333

Habilitative-Ph: 773-261-2252

Family Guidance-Ph: 844-834-2227

Metropolitan-Ph: 312-986-4000

C4-Ph: 773-769-0205

Pillars-Ph: 708-745-5277

Bobby E. Wright-Ph: 773-722-7900

HRDI-Ph: 773-291-2500

LSSI-Ph: 833-610-5774

Sinai-Ph: 773-257-2273

Heartland Alliance-Ph: 773-275-2586

# Residential Treatment Centers

Existential Counselor Society-Joliet Ph: 708-223-2698

Family Guidance Center-Manteno Ph: 844-834-2227

Gateway Foundation-Multiple locations Ph: 877-505-4673

Haymarket Center-Chicago Ph: 312-226-7984

Healthcare Alternative Systems-Chicago Ph: 312-850-0050

HRDI-Chicago Ph: 773-291-2500

Loretto Residential Rehab Program-Chicago Ph: 773-854-5491

Lutheran Social Services Residential Rehab-Elgin Ph: 833-610-5774



# Child/Adolescent BH Resources



# Children's Behavioral Health Program- Pathways to Success

- **PTS** is designed to address the states commitments under the N.B. Consent Decree. An approach to provide intensive home and community-based services to children under 21), and enhance the behavioral services for children. PTS eligibility includes: must have Medicaid, be under 21, have a mental health diagnosis , and have complex needs identified by the IMCANS at home , in school, or in their community.



## Program Eligibility:

- ✓ Has Medicaid
- ✓ Is under the age of 21
- ✓ Has a mental health diagnosis
- ✓ Has complex, intensive needs identified on their IM+CANS that are significantly affecting them at home, at school, or in their community

HFS makes final determination of Pathways eligibility based on review of this criteria

# Behavioral Health Program-Crisis Response Services

## Mobile Crisis Response Services - CARES

CARES or Crisis and Referral Entry Services is a telephone response service that handles mental health crisis calls for children and adults in Illinois. CountyCare members can use the 24-hour Crisis and Referral Entry Services (CARES) line to talk to a behavioral health professional. Anyone can call if a child or adult is a risk to themselves or others, having a mental health crisis or if you would like a referral to services.

CARES line: 1-800-345-9049 (TTY: 1-773-523-4504).

All MCO's in Illinois have contracts with the CARES line (Crisis and Referral Entry Service ) to serve as a centralized intake and dispatch for children and adults in mental health crisis.

The CARES line dispatches crisis responders (MCR Providers, formerly known as SASS) to the location of the member, completes a face-to-face crisis assessment called **the IM+CAT** (Illinois Medicaid Crisis Assessment Tool used to decide whether member needs to be hospitalized OR can be stabilized in the community) and complete a **crisis safety plan**.

Members who have mobile crisis response services have open access to community based behavioral health services for a minimum of 30 days following a crisis event.

# What is the Family Support Program?

- The Family Support Program provides access to supports and mental health programs for youth with severe mental disturbances.
- The goal of the program is to promote community-based programs, increase family stability and improve clinical outcomes.



# Who can participate in FSP?

## Families must meet the following criteria to participate:

- The parent or guardian of the youth resides in the State of Illinois
- The youth is under the age of 18 at the time a completed application is submitted
- The youth is not under the guardianship or in the legal custody of any unit of the federal, State or local government
- The parent or guardian of the youth agrees to meet the terms of the Program's Parent or Guardian Responsibilities
- The youth demonstrates a severe emotional disturbance
- The youth demonstrates a severity of need indicating that his or her clinical needs are not being met through active participation in traditional outpatient mental health services
- The youth demonstrates sufficient cognitive capacity to respond to psychiatric treatment and intervention
- The youth's history of mental health challenges and treatment efforts demonstrate a chronic condition rather than an acute episode
- The youth demonstrates behaviors or symptoms that are likely to respond to the treatment services available in the FSP.

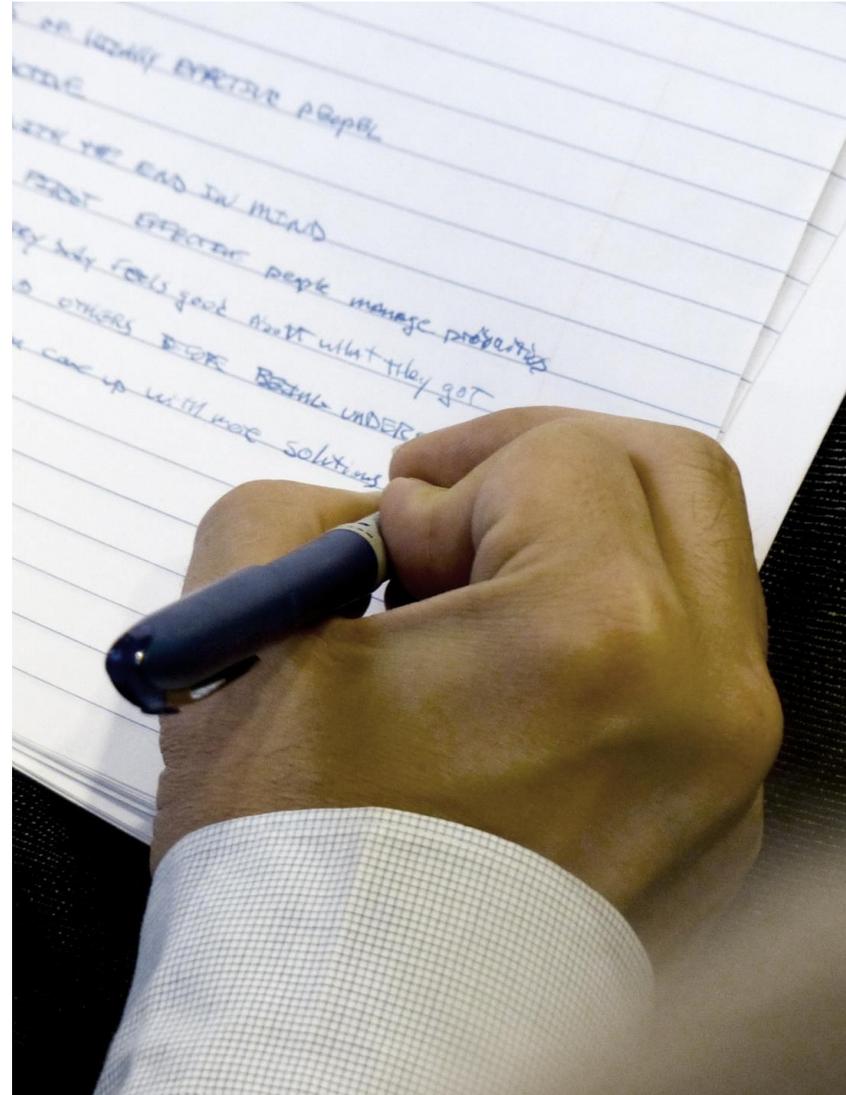
# How can a family apply for FSP?

- Families can receive assistance with obtaining, completing and submitting their application through HFS enrolled providers of SASS.
- Each SASS agency has a FSP Coordinator to help families with the application process.
- The application can be found at: [fspapplication.pdf](https://www.illinois.gov/fspapplication.pdf) (illinois.gov)
- Completed FSP applications may be submitted to eQHealth for an eligibility determination by:

By faxing the application to 800-418-4039 using the subject line "FSP Application for Review;"

OR

By mailing the application to the following address:  
eQHealth Solutions, Inc. Attn: FSP Technical Coordinator  
500 Waters Edge, Suite 125 Lombard, IL 60148



# ABA Providers

Entity Name	Contact Info
Autism Behavior Therapy, Inc	124 Kraml Dr., Willowbrook, IL 60527 Ph: 630-631-9623
Autism Spectrum Therapies, LLC d/b/a Total Spectrum	Ph: 844-263-1631 Online Intake: <a href="https://totalspectrumcare.com/contact-us">https://totalspectrumcare.com/contact-us</a>
Behaviorcare LLC	Ph: 312-967-6535 Online Intake: <a href="https://behaviorcarehub.com/contact">https://behaviorcarehub.com/contact</a>
Brighter Care ABA LLC	2801 W. Howard St., Chicago, IL 60645 Ph: 773-305-6400
Buuilding Blocks of Life, LLC	2038 221st St. Saulk Village, IL 60411 Ph: 312-478-8467
Early Autism Services LLC	1721 Moon Lake Blvd Ste 130-140, Hoffman Estates, IL 60169 Ph 312-965-2997
EB Pediatric Resources Inc	2339 N. California Ave Unit 47949 Chicago, IL 60647 Ph: 312-458-9865
Functional Skills Group	5113 S. Harper Ave, Ste 2C, Chicago, IL 60615 Ph: 773-449-0859
Instructional ABA Consultants	4615 W. 103rd St, Oak Lawn, IL 60453 Ph: 331-229-8839
Joyful ABA LLC	18145 Martin Ave, Ste 1, Homewood, IL 60430 Ph: 708-625-4839
NEXUMHC Consultants PC	7373 N Lincoln Ave. Lincolnwood, IL 60712 Ph: 773-877-6150
Owllight Therapy	7222 W. Cermak Rd. Ste 500, North Riverside IL, 60546 Ph: 866-695-2221
Peak Behavioral Services Inc	1515 N Harlem Ave, Oak Park, IL 60302 Ph: 630-632-4350
Therapyworks Autism Services PLLC	778 W Frontage Rd. Northfield, IL 60093 Ph: 312-780-0820

# Open Roads-IOP/Outpatient

## Adolescents 13-17 years old

### Conditions

Our programs are designed to address a wide range of mental health conditions. Open Roads has specific tracks designed for individuals seeking treatment for the following conditions:

- ⦿ Depression and Mood Disorders
- ⦿ Anxiety Disorders
- ⦿ Eating Disorders
- ⦿ Substance Use Disorders

We can also support individuals with other disorders, such as phobias, Intermittent Explosive Disorder (IED), Oppositional Defiant Disorder (ODD), and similar challenges. Each referral is unique, and we encourage providers to contact our professional consultation line to discuss individual cases and determine if our programs are the right fit.

### Referral Form:

- [Contact – Open Roads Behavioral Health](#)

### Intensive Outpatient Program (IOP)

Open Roads' Intensive Outpatient Program (IOP) offers flexible yet comprehensive treatment for adolescents facing emotional and behavioral challenges. Our IOP provides structured, intensive care for those who need more support than traditional outpatient therapy but do not require inpatient hospitalization. Through a combination of group therapy, individual counseling, and family therapy, our program helps adolescents build resilience, develop coping skills, and strengthen relationships while maintaining their daily routines.

### Outpatient Therapy

Open Roads' Outpatient Therapy services support adolescents and their families in navigating challenges such as communication breakdowns, conflict resolution, and managing emotional distress. By working together in a supportive, therapeutic environment, adolescents and their families can develop healthier interactions, foster stronger connections, improve academic challenges, and create lasting positive change.

### Location

17 North State Street Suite 210  
Chicago, IL 60602



### Hours

Monday – Friday  
8:00am – 6:00pm

Saturday – Sunday  
Closed

### Contact

info@openroadsbh.com  
(312) 445-7767

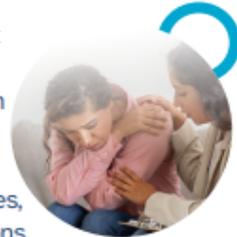


## Behavioral Health at Cook County Health

Cook County Health (CCH) understands how hard it can be for individuals experiencing mental health challenges and their loved ones to find the support you need. We are here to help!

At CCH, we offer a variety of mental health, substance use treatment and support services to help you through difficult times. We believe your mental health is just as important as your physical health, and our goal is to support our patients in reaching their full potential. Our behavioral health services focus on getting you the treatment and support you need when you need it, and personalizing your care for your unique needs.

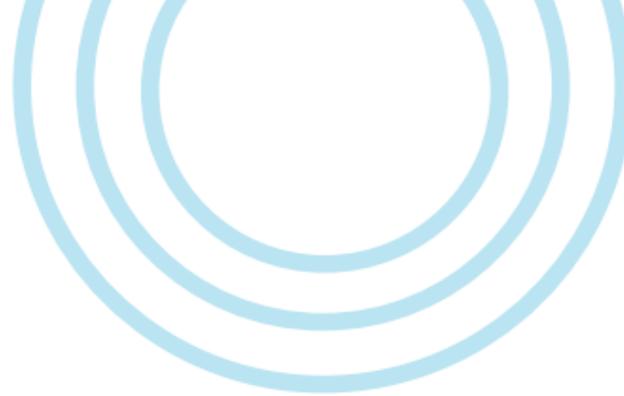
CCH strives to offer the highest quality care and treatment to everyone. Our behavioral health team is committed to improving health outcomes for people of all races, ethnicities, and sexual or gender orientations. We care for everyone, no matter their ability to pay or immigration status.



Behavioral health services at CCH are available to any Cook County resident. Call the CCH Patient Support Center at 312-864-0200 or talk to your primary care provider if you want more information about or access to behavioral health care at CCH.

Mental Health & Substance Abuse  
Cook County Health

<https://cookcountyhealth.org/ctsc/>



## The Clinical Triage and Stabilization Center

### Your Partner in Behavioral Health Recovery

<https://cookcountyhealth.org/ctsc/>



**Provident Hospital**  
500 East 51st Street  
Chicago, IL 60615

[cookcountyhealth.org](https://cookcountyhealth.org)

**COOK COUNTY  
HEALTH**

Accessible. Exceptional. For All.

## Welcome to the Clinical Triage and Stabilization Center

### Your Partner in Behavioral Health Recovery



**Provident Hospital**  
500 East 51st Street  
Chicago, IL 60615

**COOK COUNTY  
HEALTH**

Accessible. Exceptional. For All.



## Our Mission

Our goal is to provide the care you need in a calm and supportive environment--without long waits in the emergency room or unnecessary admission to a psychiatric hospital.

We are focused on helping you get the care you need without adding more stress. With a care plan created just for you, our goal is to help you feel safe, supported and on the road to feeling better.

## What We Offer

### A Soothing Environment

Our center is specifically designed to help you feel calm and well. Unlike a typical hospital setting, we focus on creating a peaceful environment to help you feel relaxed.

The center has comfortable recliners instead of beds: Our recliners are cozy and allow you to move around, which helps you stay involved in your care and feel less like you are stuck in a bed.

We offer spaces for social and group interaction, as well as a quiet room for individual relaxation and calming activities.

## Why Choose the Clinical Triage and Stabilization Center?

We provide compassionate, expert care for people experiencing mental health challenges that do not require emergency department or inpatient hospital care.

Your stay will be 23 hours or less. When it is time to leave, we will help you find the next level of care you need.

## Who We Help

At the Provident Hospital Clinical Triage and Stabilization Center (CTSC), we care for people experiencing emotional and mental health crises. Symptoms may include anxiety, panic attacks, depression, psychotic symptoms, mood swings, grief, recent trauma or loss, and other emotional or mental health concerns.

### We also support:

- Individuals recently discharged from a correctional facility or another hospital who need medication or other services.
- Those struggling with substance use, with services that include medication to manage withdrawal and cravings and other evidence-based therapies.
- Individuals at risk of self-harm by providing a safe and supportive environment.
- Patients who may require transfer to a higher of care.

## Admission Process

The CTSC provides services to all patients who come to the Provident Hospital Emergency Department with behavioral health symptoms. After registering in the ED, patients are assessed by both psychiatric and medical providers before being placed in our center.



## Your Journey at the Center

**At the Clinical Triage and Stabilization Center, every person is treated with dignity and respect.**

### Our approach includes:

- Comprehensive psychiatric evaluations when you arrive.
- Integrated care plans created with help from expert behavioral health technicians, recovery coaches, and social workers.
- Therapeutic interventions, including one-on-one sessions, group therapy, and activities to help you recover and build strength during your stay.

## Observations and Safety

- Vital signs (temperature, blood pressure, and heart rate) are checked regularly to make sure you're doing well.
- Behavioral health staff check in with you every hour to ensure a safe and supportive environment.
- If you need any additional medical tests, such as lab work or EKGs, they are done at the center.

## Supporting You After Your Stay

**We are committed to your health even after you leave. We offer:**

- **Community resource navigation** to help with scheduling appointments, getting medication and finding recovery support services.
- **Follow-up care** by our recovery coaches and social workers who will check in with you in the next 1-2 days and as needed in the following weeks, to make sure you are having a smooth transition back to your daily life.



## Join Us on the Path to Wellness

At the Clinical Triage and Stabilization Center, we are here to help you through tough times and guide you toward stability and healing. Our priority is your comfort, safety, and dignity.

For more information, talk to your healthcare provider or contact us directly at **312-572-1470**.

## Salud Mental en Cook County Health

Cook County Health (CCH) entiende lo difícil que puede ser para las personas con desafíos de salud mental y sus seres queridos encontrar el apoyo que necesitan. ¡Estamos aquí para ayudarlo!

En CCH, ofrecemos una variedad de servicios de tratamiento y apoyo para la salud mental y el consumo de sustancias para ayudarlo en los momentos difíciles. Creemos que su salud mental es tan importante como su salud física, y nuestro objetivo es apoyar a nuestros pacientes para que alcancen todo su potencial. Nuestros servicios de salud mental se enfocan en darle el tratamiento y apoyo que necesita cuando lo necesita, y en personalizar su atención según sus necesidades.

CCH se esfuerza por ofrecer la atención y tratamiento de más alta calidad a todas las personas. Nuestro equipo de salud mental está comprometido con mejorar los resultados de salud para personas de todas las razas, etnias y orientaciones sexuales o de género. Atendemos a todas las personas, sin importar su capacidad de pago o su estatus migratorio.



Los servicios de salud mental en CCH están disponibles para cualquier residente de Cook County. Llame al 312-864-0200 o hable con su proveedor de atención primaria si quiere obtener más información o quiere acceso a atención de salud mental en CCH.

<https://cookcountyhealth.org/es/ubicaciones/ctsc/>



## El Centro de Estabilización y Triage Clínico del Hospital Provident

Su aliado durante la  
recuperación de su  
salud mental

<https://cookcountyhealth.org/es/ubicaciones/ctsc/>



Hospital Provident  
500 East 51st Street  
Chicago, IL 60615

[cookcountyhealth.org](https://cookcountyhealth.org)

COOK COUNTY  
HEALTH

Accesible. Excepcional. Para todos.

## Bienvenido al Centro de Estabilización y Triage Clínico del Hospital Provident

Su aliado durante la  
recuperación de su  
salud mental



Hospital Provident  
500 East 51st Street  
Chicago, IL 60615

COOK COUNTY  
HEALTH

Accesible. Excepcional. Para todos.

## Nuestra misión

Nuestro objetivo es darle la atención que necesita en un lugar tranquilo y con apoyo, sin tener que esperar mucho tiempo en la sala de emergencias ni pasar por una hospitalización psiquiátrica si no es necesaria.

Nos enfocamos en ayudarlo a recibir la atención que necesita sin añadir más estrés. Con un plan de atención diseñado solo para usted, nuestro objetivo es que se sienta seguro, apoyado y en camino a sentirse mejor.

## Lo que ofrecemos

### Un entorno tranquilizante

Nuestro centro está diseñado específicamente para ayudarlo a sentirse bien y tranquilo. A diferencia de un hospital típico, nos centramos en crear un ambiente pacífico para que pueda relajarse.

El centro tiene sillones reclinables cómodos en lugar de camas: Nuestros sillones son acogedores y le permiten moverse, lo que lo ayuda a participar en su atención y a no sentirse como si estuviera atrapado en una cama.

Ofrecemos espacios para interacción social y grupal, una sala tranquila para relajarse solo y actividades calmantes.

## ¿Por qué elegir el Centro de Estabilización y Triage Clínico del Hospital Provident?

Ofrecemos atención compasiva y experta a personas con desafíos de salud mental que no requieren atención en el departamento de emergencias ni hospitalización.

Su estancia será de 23 horas o menos. Cuando llegue el momento de salir, lo ayudaremos a encontrar el siguiente nivel de atención que necesite.

## A quién ayudamos

En el Centro de Triage y Estabilización Clínica (CTSC, por sus siglas en inglés) del Hospital Provident, atendemos a personas que están atravesando crisis emocionales y de salud mental. Los síntomas pueden incluir ansiedad, ataques de pánico, depresión, síntomas psicóticos, cambios de ánimo, duelo, un trauma o pérdida reciente, y otras preocupaciones emocionales o de salud mental.

### También apoyamos a:

- Personas que han sido dadas de alta recientemente de un centro penitenciario o de otro hospital y que necesitan medicación u otros servicios.
- Quienes enfrentan problemas con el consumo de sustancias, con servicios que incluyen medicación para manejar la abstinencia y los antojos, así como otras terapias basadas en evidencia.
- Personas en riesgo de hacerse daño, proporcionándoles un entorno seguro y de apoyo.
- Pacientes que, después de la evaluación, necesitan ser referidos o transferidos a un hospital u otro servicio de atención más especializada.

## Proceso de admisión

El CTSC ofrece servicios a todos los pacientes que llegan al Departamento de Emergencias del Hospital Provident con síntomas de salud mental o conductual. Después de registrarse en la sala de emergencias, los pacientes son evaluados tanto por especialistas en psiquiatría como por médicos antes de ser admitidos en nuestro centro.



## Durante su estancia

**En el Centro de Estabilización y Triage Clínico del Hospital Provident, todas las personas son tratadas con dignidad y respeto. Nuestro enfoque incluye:**

- Evaluaciones psiquiátricas completas al llegar.
- Planes de atención integrados creados con apoyo de técnicos expertos en salud

mental, coaches de recuperación y trabajadores sociales.

- Intervenciones terapéuticas, incluyendo sesiones individuales, terapia grupal y actividades que lo ayudarán a recuperarse y fortalecerse durante su estancia.

## Observación y seguridad

- Se revisan con regularidad los signos vitales (temperatura, presión y ritmo cardíaco) para asegurarnos de que se sienta bien.
- El personal de salud mental lo visita cada hora para mantener un entorno de seguridad y apoyo.
- Si necesita alguna prueba médica adicional, como análisis de laboratorio o un EKG, se hacen en el centro.

## Apoyo después de su estancia

**Seguimos comprometidos con su salud incluso después de que se vaya. Ofrecemos:**

- Guía para recursos comunitarios para ayudarlo a programar citas, conseguir medicamentos y encontrar servicios de apoyo para su recuperación.
- Seguimiento por nuestros coaches de recuperación y trabajadores sociales, que se comunicarán con usted en los primeros 2 días y según sea necesario en las semanas siguientes, para apoyarlo en su regreso a la vida diaria.

## Súmesese al camino del bienestar

En el Centro de Estabilización y Triage Clínico del Hospital Provident, estamos aquí para ayudarlo en los momentos difíciles y guiarlo hacia la estabilidad y la recuperación. Nuestra prioridad es su comodidad, seguridad y dignidad.

Para obtener más información, hable con su proveedor de atención médica o comuníquese directamente con nosotros llamando al **312-572-1470**.

