

## Getting care in an emergency or when you are away from home

### In an emergency

Call **911** or go to the nearest emergency room if you have a sudden or severe health problem that you think is an emergency.

Call us as soon as possible afterwards to let us know that you had an emergency and where you received care. You do not need pre-authorization to seek care in the event of an emergency. You may use any hospital or emergency setting if you are having an emergency.

### Behavioral health crisis

**Examples of behavioral health emergency/crisis include when the individual:**

- Threatens to or talks about hurting or killing themselves
- Feels hopeless
- Feels rage or uncontrolled anger
- Feels trapped, like there is no way out
- Engages in reckless behaviors
- Feels anxious, agitated, or unable to sleep
- Withdraws from friends and family
- Encounters dramatic mood changes
- Sees no reason for living
- Increases alcohol or drug use

Call your county crisis line below if you or someone you know is experiencing a mental health crisis.

- **For immediate help:** Call **911** for a life-threatening emergency or **988** for a mental health emergency.
- **For immediate help with a mental health crisis or thoughts of suicide:** Contact the [National Suicide Prevention Lifeline](https://www.nationalsuicideline.com), **800-273-8255 (TRS: 800-799-4889)**, or call or text **988**. The line is free, confidential, and available 24/7/365. You can also dial **988** if you are worried about a loved one who may need crisis support.

**Behavioral health crisis: Washington Recovery Help Line** is a 24-hour crisis intervention and referral line for those struggling with issues related to mental health, substance use disorder treatment services, and problem gambling. Call **866-789-1511** or **206-461-3219 (TTY)**, email [recovery@crisisclinic.org](mailto:recovery@crisisclinic.org), or go to [warecoveryhelpline.org](https://www.warecoveryhelpline.org). Teens can connect with teens during specific hours: **866-833-6546**, [866teenlink.org](https://www.866teenlink.org).

### County crisis line phone numbers

You may call your local crisis line to request assistance for you or a friend or family member. See the county crisis numbers below.

Region	Counties	Crisis lines
Great Rivers	Cowlitz, Grays Harbor, Lewis, Pacific, Wahkiakum	<b>800-803-8833</b>
Greater Columbia	Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Walla Walla, Whitman, Yakima	<b>888-544-9986</b>
King	King	<b>866-427-4747</b>
North Central	Chelan, Douglas, Grant, Okanogan	<b>800-852-2923</b>
North Sound	Island, San Juan, Skagit, Snohomish, Whatcom	<b>800-584-3578</b>
Pierce	Pierce	<b>800-576-7764</b>
Salish	Clallam, Jefferson, Kitsap	<b>888-910-0416</b>
Spokane	Adams, Ferry, Lincoln, Pend Oreille, Spokane, Stevens	<b>877- 266-1818</b>
Southwest	Clark, Klickitat, Skamania	<b>800-626-8137</b>
Thurston-Mason	Mason, Thurston	<b>800-270-0041</b>

## Expectations for when a healthcare provider will see you

Wait times to see a provider depend on your care needs. View expected wait times to see a provider below.

- **Emergency care:** Available 24 hours a day, seven days a week.
- **Urgent care:** Office visits with your behavioral health provider or other provider within 24 hours.
- **Routine care:** Office visits with your behavioral health provider, or other provider within 10 days. Routine care is planned and includes regular provider visits for concerns that are not urgent or emergencies.

Contact us if it takes longer than the times above to see a provider.