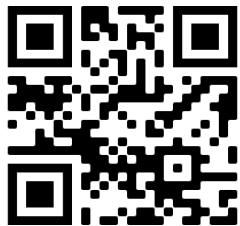


## How can you help?

Families are an individual's principal and most important support system. You can help your family member by:

- supporting inpatient care when deemed necessary by a healthcare provider
- providing MCES staff any background or treatment history
- taking part in family meetings that may be scheduled
- understanding that mental illness requires ongoing treatment
- encouraging and assisting your family member in following their aftercare plan, taking medications as prescribed, and keeping all appointments.

Scan with cell phone to be connected to MCES web site



## About MCES

Montgomery County Emergency Service is a private nonprofit provider of inpatient psychiatric care and other mental health crisis services.

MCES has been serving Montgomery County and adjacent communities since 1974.

Our services are licensed by the state of Pennsylvania and accredited by The Joint Commission (TJC).

We serve adults (age 18 and over) and arrange care for younger and older adults at facilities best able to meet their needs.

MCES inpatient care is covered by Medicare, Medicaid, and most commercial behavioral health coverages. Our Patient Resources Department can discuss payment arrangements if needed.



## Information for Families about Emergency Psychiatric Care

Montgomery County  
Emergency Service  
50 Beech Drive  
Norristown, PA 19403  
610-279-6100  
[www.mces.org](http://www.mces.org)  
@MCES1

## **What is happening?**

Your family member is being taken for an emergency psychiatric evaluation (per section 302 of the Mental Health Procedures Act of 1976) because they are having a severe mental health crisis or may be at risk of self-harm, harming others or are unable to care for themselves.

## **Where will that be done?**

Adult psychiatric evaluations are conducted 24/7 at our crisis center in our main facility in Norristown or other designated facilities.

## **What is the purpose?**

The evaluation will determine the level of care needed to maintain the individual's safety.

## **When is hospitalization needed?**

An admission is indicated when intensive treatment and 24-hour supervision in a safe setting is needed due to a primary psychiatric condition.

## **When is hospitalization not needed?**

Some needs can be met at the crisis center or with a referral to an outpatient provider in your community. In these cases, your family member can return home.

## **What if other care is needed?**

If other than acute psychiatric care is needed (e.g., treatment for substance use), Crisis Center staff will provide the appropriate referrals.

## **How long is a stay at MCES?**

It depends on the individual's needs. The average length of stay is usually 9-10 days. Information about our inpatient program is available on our web site.

## **Can we get treatment updates?**

All individuals can take and make phone calls. Pennsylvania law requires a signed release of information form to be signed by the individual in order to provide specific information to families.

## **What does inpatient care involve?**

It starts with a comprehensive assessment of the individual's needs. A multi-disciplinary treatment plan is developed with the individual's input. Care is then provided according to this plan by the treatment team assigned to the individual.

## **What is the goal of treatment?**

Our care is person-centered, trauma-informed and aims to enable the individual to safely manage their illness outside the hospital. We focus on strengths, enhancing coping skills, and assisting them to understand the nature of their illness and the role of continuing care.

## **What about discharge?**

Discharge planning begins upon admission with participation of the individual and the family, if the individual wishes. Discharge takes place when inpatient care is determined to no longer be necessary to maintain safety.

**For information about mental illness and educational and support groups for families contact NAMI Montgomery County PA at 215-361-7784 or <https://namimontcopa.org/>**