

MacEwan University Health Centre (MUHC) Social Work/Mental Health Program – Patient Information:

Your Physician/Care Team has referred you to MacEwan University Health Centre’s Social Work/Mental Health (SW/MH) program.

All referrals are initially screened by one of our team members, the clinic Mental Health Navigator. You can expect to receive an intake telephone call within three business days. NOTE: If your contact information is not up-to-date, please call and speak with Reception to ensure that our Navigator is able to reach you. Referrals will be closed if the Navigator has been unable to reach you after three attempts.

Following your intake assessment, the Navigator will assist in connecting/referring you to the services that are most appropriate for your identified concerns. These might include:

- 1) Community programs/services – examples would include organizations and services to assist with housing, finances, meals, social programming.
- 2) Primary Care Network programs – MUHC is a member of the Edmonton Oliver Primary Care Network (EOPCN). The EOPCN offers a variety of groups and classes for common mental health concerns, including problems with: sleep, grief, mood, anxiety, workplace stress. Additional information about available classes can be found at the PCN website: <https://www.eopcn.ca/>
- 3) Alberta Health Services – AHS offers publicly-funded counselling support and specialized therapy programs (DBT, addictions, etc). These are primarily accessed through the Access 24/7.
- 4) MUHC Short-term Therapy – MUHC is able to provide short-term counselling, free-of-charge, for patients without the financial means or access to other counselling options - (ie. employee assistance program, etc.). Number of sessions varies depending on patient need and treatment plan.

Note: If you are experiencing acute stress or are in crisis, more immediate options for assistance are as follows:

Access 24/7

- 780.424.2424
- Provides a range of free urgent and non-urgent mental health and addiction services 24 hours a day, 7 days a week

Crisis Text Line

- Free 24/7 support
- Text HOME to 686868 to speak to a trained Crisis Provider

Distress Line (Canadian Mental Health Association)

- Immediate crisis phone support offered 24/7
- Adults: 780-482-4357
- Children: 780-427-4491
- On-line crisis chat (on weekdays from 6:00 p.m. to 10:00 p.m. MST and weekends from 12:00 p.m. to 4:00 p.m. MST)
<https://edmonton.cmha.ca/online-crisis-chat/>

Suicide Prevention Helpline

- 24-hour anonymous suicide prevention helpline for all post-secondary students in Canada
- 1.800.273.TALK
- Resources through their portal: <http://www.ulifeline.org/>