

WHAT YOU CAN EXPECT

The (Behavioral Health Urgent Care) BHUC provides timely, trauma-informed, and person-centered behavioral health and substance abuse services to individuals experiencing an acute behavioral health crisis to stabilize the individual, avoid unnecessary hospitalization or emergency department visits, and connect them to ongoing community-based services.

ELIGIBILITY

Serving ages 6 and up

*Minors must be accompanied by their guardians.

PAYMENT & COST

We bill Medicaid, Medicare, or your insurance—you may have a co-pay.

No one will be denied care due to an inability to pay.

**You are not
alone. You're on
MiSide.**



LOCATIONS

24424 West McNichols Rd.,
Detroit, MI 48219
313-531-2500
Friday 9:00 AM – 4:00 PM

1700 Waterman, Detroit, 48209
313-841-8900
Monday 1:00 PM – 4:00 PM
Wednesday 9:00 AM - 12:00 PM

AFTER HOURS

1-800-241-4949

If you are actively suicidal or experiencing a mental health emergency, please contact:
(800) 241-4949 or text/call: (313) 488-HOPE (4673).

**If you are experiencing a
medical emergency, please dial
911.**

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**Behavioral
Health
Urgent Care**



HEALTH SCREENING: PHYSICAL HEALTH, MENTAL HEALTH, SUBSTANCE USE

During the initial intake process, clients undergo a thorough health screening that assesses physical health, mental health symptoms, and possible substance use issues. This helps the care team identify immediate needs, decide on suitable levels of care, and ensure all aspects of a client's well-being are considered. Screenings may include vital signs, symptom checklists, substance use questionnaires, and other evidence-based tools.

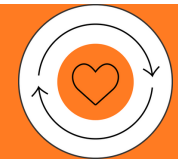
DE-ESCALATION AND CRISIS CARE

When individuals present in distress or crisis, trained staff use trauma-informed de-escalation techniques to ensure safety and stability. The goal is to reduce immediate risk, restore a sense of calm, and build trust with the individual. Crisis care may include observation, safety planning, and support for individuals experiencing acute psychiatric symptoms or emotional distress.

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PSYCHIATRIC CONSULTATION

Clients have access to psychiatric consultation, which may include evaluation, diagnosis, and medication management by a licensed psychiatrist or psychiatric nurse practitioner. These consultations help determine the presence of mental health conditions, develop or adjust treatment plans, and address medication-related concerns in a timely and supportive manner.



CARE COORDINATION & REFERRALS

A key component of service delivery is care coordination, which involves connecting individuals to ongoing treatment, community resources, and social supports. Staff work closely with clients to schedule follow-up appointments, share clinical information with providers (with consent), and ensure warm handoffs to primary care, behavioral health services, housing support, or other needed resources.

SCOPE OF CARE

A compassionate and caring team of licensed professionals and trained staff will guide you through the process, answer all your questions, and support you every step of the way. The BHUC will provide the following services, as needed, to youth and adults in need of urgent behavioral health support.

BRIEF COUNSELING

Short-term, solution-focused counseling helps clients manage symptoms, process emotions, and develop coping strategies. Licensed clinicians usually provide this support and focus on addressing immediate concerns while promoting emotional stability and readiness for follow-up services.