

Northwestern Medicine Crisis Services McHenry County



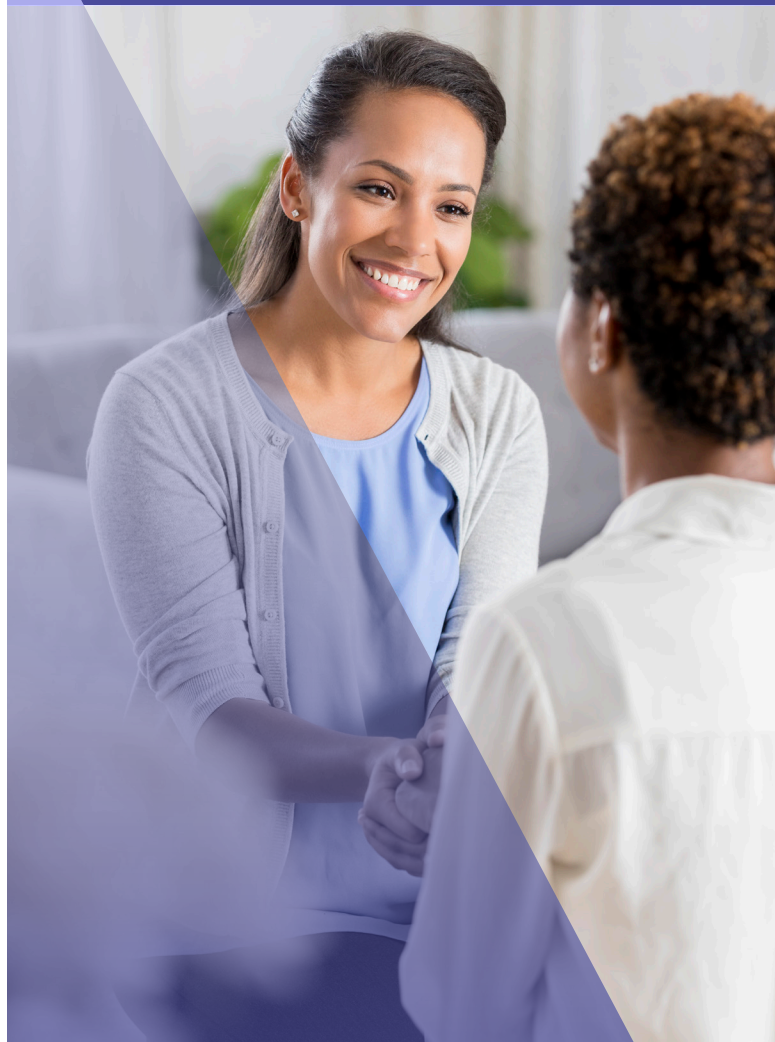
Northwestern Medicine
Crisis Services McHenry County
3701 Doty Road
Woodstock, Illinois 60098

Crisis Line: 800.892.8900
TTY for the hearing impaired 815.759.8020

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Northwestern Medicine Crisis Services
McHenry County is partially funded by the
McHenry County Mental Health Board.

Steady support when crisis hits

A sudden, unexpected life event can be overwhelming, making it difficult to cope or adjust. Experiencing a crisis may leave a person feeling helpless and unable to control their reaction to a situation. At times, this may also include thoughts about self-harm or harm to others, or an inability to care for oneself. Northwestern Medicine Crisis Services McHenry County can help.

Located in the Emergency Department at Northwestern Medicine Woodstock Hospital, the Crisis Services team can respond quickly in order to help you, a family member or loved one begin to manage the immediate crisis.

Our goal is to offer a timely assessment and develop a crisis stabilization plan focused on one's individual needs.

Services include:

24/7 crisis line	Linkage and referral to:
Emotional support	• Community resources and recovery support services
Crisis assessment	• Outpatient services
Crisis stabilization	• Partial and intensive outpatient hospitalization services
Service navigation	
Critical incident stress debriefing	• Inpatient Behavioral Health Services
Support groups	



Crisis Line: 800.892.8900

Often, just talking through a problem helps. Our Crisis Line serves as the first point of contact for county residents in need of services.

Clinicians are available 24/7 to help people with personal or family problems, which might include:

Depression	Anxiety
Major life changes	Mental illness
Marital problems	Thoughts of suicide

Anyone who needs to talk or who is looking for someone to help them explore options to work through a crisis can call the Crisis Line at 800.892.8900.

If additional services are needed, Crisis Line staff can refer callers for a face-to-face crisis assessment with a specially trained clinician.

Crisis assessment

Crisis Services professionals provide face-to-face assessments on a 24-hour basis when more immediate Behavioral Health services are needed. Face-to-face assessments are performed in hospital emergency departments, schools and police stations, or can be scheduled in a confidential location.

Crisis stabilization

Crisis stabilization helps individuals during an acute psychiatric and/or substance abuse crisis. For those who are experiencing a situation that may jeopardize their current living situation or are at risk for psychiatric hospitalization, a short stay in this environment offers a less restrictive, less costly alternative to hospitalization.

A team of nurses and Behavioral Health clinicians provides care to de-escalate the severity of the individual's distress and/or need for hospitalization. The length of stay varies based on need, and is generally from eight to 23 hours.

Critical incident stress debriefing and grief support

Critical incident stress debriefing (CISD) and grief support are offered to individuals, families and other groups such as schools, emergency departments and first responders. CISD is useful to anyone who has faced a critical incident such as a traumatic death, accident or experience.

The two main goals of CISD are to:

Lessen the impact of distressing critical incidents on the individuals exposed and affected by them

Accelerate recovery from those events before harmful stress reactions have a chance to damage the performance, careers, health and families of those affected

Post-care navigation

After discharge from Crisis Services, our Behavioral Health navigator helps patients access their next level of care. Working together, the navigator and patient will identify patient need and barriers to care, then establish a plan for timely community-based treatment. The navigator can connect patients with pertinent resources and help ensure the patient has the necessary support to complete treatment. Some patients access commonly used services, while others have unique needs that require creative solutions.



The crisis team

The Northwestern Medicine Crisis Services McHenry County team includes professionals who have completed intensive training in crisis intervention, trauma-informed care and principles of recovery. The nursing and behavioral health clinician team is professionally trained and meets the regulatory requirements of the State of Illinois.

Crisis services we offer:

24-hour crisis intervention

Referral to resources and services

Face-to-face assessments and crisis intervention

Grief support

Critical incident stress debriefing

Consulting/training

We are committed to creating a healing environment for our patients. If you have any questions or concerns, please discuss them with our team.