

INFORMATION AND REFERRALS

The Choate ESP telephone line operates 24-hours a day with staff ready to provide the necessary intervention, information or referral. You may reach them at: (978) 322-5120 or (800) 830-5177. The Choate ESP guarantees that all consumers receive timely appropriate interventions beginning with the first telephone call. Direct information and individualized assistance is provided to every consumer by professionals trained specifically for this purpose. For more information about Choate ESP, please contact Beth Shapiro, LMHC, Director, at the telephone number above.

ABOUT THE COVER

In all its beauty, the arbour is a symbol of comfort and hope, safety and shelter.



CHOATE EMERGENCY SERVICES PROGRAM (ESP)



CHOATE
EMERGENCY SERVICES PROGRAM
A Program Of Arbour Health System

391 Varnum Avenue • Lowell, MA 01854 • (978) 322-5120
Easy Access to Quality Mental Health Services
www.arbourhealth.com





EMERGENCY SERVICES, RESPITE PROGRAM AND CRISIS STABILIZATION BEDS

Choate Emergency Services Program (ESP) for Greater Lowell is a 24-hour a day, 7 day a week service that provides mental health and substance abuse assessments, interventions and stabilization services for individuals in crisis in the Greater Lowell area. Crisis evaluation services are provided either on-site at the Choate offices at the Solomon Mental Health Building or off-site. When appropriate, Choate coordinates access to other health providers in Greater Lowell and other regions of Massachusetts so those who are in need of inpatient, partial hospitalization, intensive outpatient services, family stabilization teams, or outpatient treatment can access care quickly and efficiently. The ESP is staffed with experienced, highly trained individuals including Masters-level clinicians, registered nurses and board-certified psychiatrists. On-site crisis stabilization beds and respite beds offer additional support for specific populations.

EMERGENCY SERVICES PROGRAM

For those individuals in crisis, ESP staff provides timely and comprehensive crisis intervention services. Assessments can be provided at the ESP site or at various sites in the community including hospital emergency rooms, schools, or other locations where services are requested. The ESP holds contracts with the Massachusetts Behavioral Health Partnership and insurance companies to provide psychiatric crisis evaluations for residents throughout Greater Lowell.

As part of the crisis evaluation, ESP staff works with the insurance company, patient and family to determine appropriate level of care, identify and secure area resources, and coordinate access and authorization of services. Follow-up care is available to individuals seen in the ESP who immediately re-enter the community following crisis intervention. This care is provided to ensure that the individual receives the treatment and support they need until the next appointment with their ongoing outpatient provider or while awaiting an appointment with a new provider.

CRISIS STABILIZATION PROGRAM

Choate has a Crisis Stabilization Program (CSP) with beds available for individuals who could benefit from a brief observation period in a less restrictive setting than inpatient care. Individuals utilizing this program may remain in the CSP for up to five days and receive intensive treatment and medical monitoring which includes medication management as needed. The CSP is staffed with Masters-level clinicians, registered nurses and board-certified psychiatrists. These professionals work with individuals to ensure the highest quality of care and treatment. The CSP is available for those whose insurance coverage is either MassHealth or Medicare.

RESPITE SERVICES

The ESP has the ability to provide Respite Services for Massachusetts Department of Mental Health consumers as needed. Respite Care Services provide temporary, community-based living and/or supportive treatment services that assist in maintaining, entering or returning to a permanent living situation, or provide relief as a temporary alternative from a stressful, permanent living situation.