

# Alliance Health



Crisis and Assessment  
Services

# You Are Not Alone

**If you feel that you are In a mental health or substance use crisis you can come directly to a Crisis and Assessment Center.**

Or, you can call Alliance at **(800) 510-9132** and we can help you figure out what to do next. If you need help right away, we will work with you to find the right option for you. All of the Crisis and Assessment Centers can provide help in getting you past your crisis. Durham, Wake and Cumberland counties also provide a different option than being admitted to a hospital.



## **Durham Recovery Response Center**

309 Crutchfield Street, Durham

**24 hours a day**

## **UNC Health Care at WakeBrook**

107 Sunnybrook Road, Raleigh

**24 hours a day**

## **Cumberland Recovery Response Center**

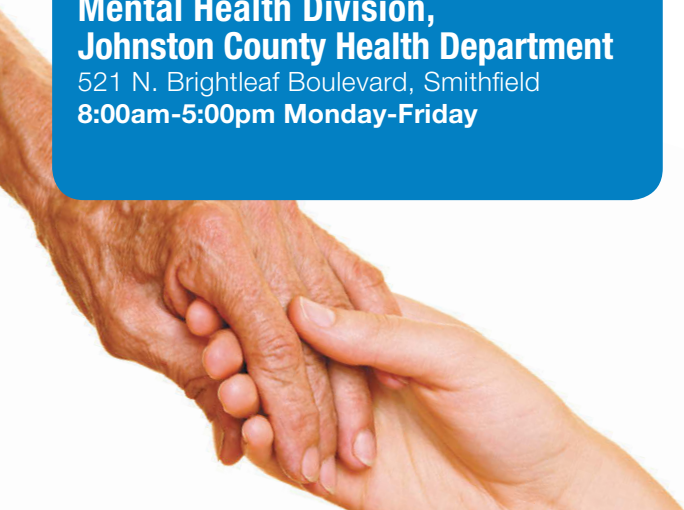
1724 Roxie Avenue, Fayetteville

**24 hours a day**

## **Mental Health Division, Johnston County Health Department**

521 N. Brightleaf Boulevard, Smithfield

**8:00am-5:00pm Monday-Friday**





## Mobile Crisis Team

Alliance works with Mobile Crisis Teams in all four counties in the Alliance region to provide help 24 hours a day to people in behavioral health crisis.

A Mobile Crisis Team can come to you where you are. They can help get you safely through your crisis and talk with you about ways to avoid another crisis.

The team will not judge you and will treat you with respect. No one besides your treatment team has to know that you got this help. If you already have a behavioral healthcare provider your provider contact should be the first person you call for crisis help.



**The Mobile Crisis Team  
can be accessed by calling the  
24 hour toll-free Alliance  
Access and Information Line:**

**(800) 510-9132** ]

**If you are experiencing a medical  
emergency, call 911 and/or go to  
an emergency room**

# You should go to a Crisis and Assessment Center if you

- + Feel you want to hurt others or yourself**
- + Are hearing voices or are told you are talking to yourself**
- + Are intoxicated and have someone to bring you safely to a Center**
- + Are depressed or too sad to take care of yourself or others in your care**



# You Can Plan Ahead

Help avoid a behavioral health crisis and allow others to be able to help you better if you should ever find yourself in crisis.

- + Work with your treatment provider to create a crisis plan, a set of written instructions you want followed if you are experiencing a behavioral health emergency**
- + Create an advance directive, which is a set of instructions for the mental health treatment you want if you are in a crisis and unable to make decisions for yourself:**
  - *What you think calms you*
  - *What medications you do not want to take*
  - *Which person you trust to make treatment decisions on your behalf*
  - *Which doctor you want to be in charge of your treatment*

This brochure describes crisis services available in your community, but if you have a behavioral healthcare provider, your provider contact should be the first person you call for help. Be sure you have that phone number handy.





## How to Access Services

- + **Call our 24 hour toll-free Alliance Health Access and Information Line at (800) 510-9132**
- + **Walk into one of our Crisis and Assessment Centers**
- + **If you have Medicaid, visit [AllianceHealthPlan.org](https://AllianceHealthPlan.org) and click “Find a Provider”**

### **Home Office**

5200 W. Paramount Parkway, Suite 200  
Morrisville, NC 27560

### **Community Offices**

711 Executive Place, Fayetteville, NC 28305  
521 N. Brightleaf Boulevard, Smithfield, NC 27577

### **All Offices**

(919) 651-8401

Learn more about accessing crisis  
services in your community at

**[AllianceHealthPlan.org](https://AllianceHealthPlan.org)**