



SHIAWASSEE Health & Wellness

HOW TO ACCESS SERVICES

How Do I Get Help?

The Shiawassee Health & Wellness Team is here to help you when you need us. We are open five days a week: Monday – Friday from 9:00 a.m. to 5:00 p.m. Anyone can call or walk-in to the Access Center located at 1555 Industrial Drive in Owosso. *You do not need an appointment or a referral from your doctor.*

We can call us even when our office is closed. A team member will help you with your questions about how to get help.

How Do I Get Started?

You can start the process yourself. Sometimes the people in your life make the first move towards getting you help. A family member, guardian, or a neighbor can begin the process as well. In addition, people who are professionals such as doctors, service workers, or mental health organizations can begin the process. However, anyone can help get the process started.

Who Gets Care at Shiawassee Health & Wellness?

The Shiawassee Health & Wellness Team give care and support to people with:

- A mental health crisis
- Severe mental illness, a developmental disability, or a substance use disorder

What Can I Expect?

- **If you choose to call**, a member of the Access Team will ask you some basic questions, such as your name, address and telephone number. Next, an Access Team member will determine your eligibility. If you meet the requirements, we will schedule a face-to-face meeting with you. If you are not eligible, we will give you information and help you connect with the care or services you need.
- **If you choose to come into our office**, an Access Team member will meet with you to ask some basic questions and complete an assessment the same day.

What Do I Need To Bring With Me?

Whether you call to schedule an appointment or walk-in, you will need the following items:

1. Your insurance card (if you have insurance)

2. Current medications
3. Two forms of identification
4. A pay stub or other proof of income (if you have income)
5. Guardianship, Power of Attorney, or other Payee documentation (if necessary)
6. Divorce decree and child custody court documents (if necessary)

Note: Parents/guardians are to be with children for the face-to-face assessment.

What is the Assessment?

An assessment includes the following steps:

First, an Access Team member will ask you about things happening in your life now and in the past, and about your health and your family.

Next, someone from the medical team will get your height and weight, blood pressure, and pulse.

Finally, someone from the financial team will go over insurance and any fees you may have.

How Do I Get Help In An Emergency?

The Access Team are licensed mental health professionals and are here for you when you need help in an emergency. We are available 24 hours a day, 7 days a week. You can speak to a person at any time by calling (989) 723-6791 or (800) 622-4514.

If you or someone that you know is in danger or harming themselves or others, call 911 immediately.

You have the right to have this information in a different language, type of print, or form. If you need this information in a different way or you need any other help, please call:

SHW Customer Services
1555 Industrial Drive
Owosso, MI 48867
(989) 723-6791 or (800) 622-4514
www.shiabewell.org

Michigan Relay Center
*For individuals with hearing-impairment,
hard-of-hearing or speech-impairment*
Dial 711