



## Spotlight: Behavioral Health Urgent Care Clinic in St. Joseph, 4906 Frederick Avenue



Family Guidance Center's Behavioral Health Urgent Care Clinic is celebrating its 3-year anniversary, since opening in April 2023. Since we opened our doors, we have served thousands of people in crisis. We did this by working collaboratively with other sectors of community. We have provided a service that up until recently, was the first of its kind in NW Missouri. We want to take this opportunity to share some detailed information about who we are and what we do.

The Behavioral Health Urgent Care Clinic is designed to provide timely, compassionate, person centered, and accessible mental health support. We serve individuals experiencing mental health concerns, emotional distress, or crisis situations—without the long wait times of traditional emergency departments.

### Services We Offer

- Mental health assessments and evaluations
- Crisis intervention and stabilization
- Medication management (when appropriate)
- Brief therapeutic support
- Care coordination and referrals to ongoing services
- Support for anxiety, depression, mood disorders, and more

### How the Process Works

1. Walk-In or Referral  
Patients can walk in or be referred by providers, family, or community partners. We welcome referrals from all sectors of the community, INCLUDING existing FGC consumers. Consumers will be asked to complete some paperwork to enter them into the computer.
2. Nursing Triage  
A nurse completes a brief medical and focused mental health assessment to understand immediate needs and safety concerns.
3. Clinical Evaluation  
A licensed provider conducts a comprehensive mental health evaluation. When appropriate, medications are prescribed same day.
4. Next Steps & Follow-Up  
Our care coordinators will connect patients to appropriate ongoing care, ensuring continuity and support beyond the visit.



## **Our Team Includes:**

- Licensed Practical Nurses (LPNs) & Registered Nurses (RNs)  
Provide triage, assessments, patient education, and ongoing support during visits.
- Providers (NPs/Psychiatrist)  
Conduct evaluations, diagnose, and manage medications when appropriate.
- Care Coordinators  
Assist with referrals, resources, and follow-up care planning.
- Office Support (OSAs)  
Ensure smooth check-in, scheduling, and patient experience.

## **BHUCC Frequently Asked Questions**

### **What are your hours?**

We are open 7:00AM-7:00PM, Monday through Friday.

**Important to note:** Although our doors remain open until 7PM, if you arrive after 5:30pm, you may be asked to return the following day to see a provider regarding medications. This allows us to complete the entire process prior to closing.

**Do I need an appointment?** No appointment is needed. We are **walk-in only**.

### **Is there a cost for your services?**

There is no charge for Behavioral Health Urgent Care Services. We will ask you for a **copy of your insurance card, if you have one**. This helps us:

- Check pricing for medications that may be prescribed.
- Determine eligibility for follow-up providers after your visit.

### **Who can access your services at BHUCC?**

We serve individuals **ages 5 and older**.

### **What types of services do you provide?**

Behavioral Health Urgent Care is an access point for individuals in need of immediate psychiatric care, crisis intervention, medication assisted treatment (opiate/alcohol), psychiatric assessment, bridge services, including urgent medication support when you are unable to get a timely appointment with a new or established provider and linkage/referral services.

### **What services do you NOT provide at BHUCC?**

BHUCC does not provide the following services:

- Medical or Psychiatric clearance
- Clearance to return to school or work
- Clearance for hospitalization or hospital placement
- ADHD/Autism screenings
- Ongoing therapy/counseling
- DFS screenings or assessments
- FMLA/disability completion



We **do not refill controlled medications**, which include stimulants. Examples of these medications are: Adderall, Ativan, Klonopin, Xanax, etc. Refills and prescriptions will need to come from the current prescriber of these medications, or a physician you see on a regular basis. **EXCEPTION** to this is if you are receiving Medication Assisted Treatment (MAT) for substance use disorder.

**Do I need to be a Family Guidance client to qualify for your services?**

No. You do not need to be a Family Guidance consumer to receive services at BHUCC. Current FGC consumers are welcome to access BHUCC as well.

**Is this for emergencies?**

Behavioral Health Urgent Care is designed to provide immediate access to behavioral health care and an alternative to the emergency room for **non-emergency** behavioral health care issues, avoiding the often long and costly wait at the emergency room. We are not equipped to handle medical issues or emergencies.

*Please note: If you are unable to remain safe on your own or in your environment, please seek care in the emergency room or call 911. If you need someone to talk to outside of our normal business hours, the 988 Lifeline is available by call, text or chat 24/7.*

**How long can I expect to be at the BHUCC?**

Wait times vary depending on patient volume at time of arrival. The average length of stay at our facility is approximately 1.5 hours.