



**THE CENTERS**  
Health. Family. Work. **Hope.**

# The Centers Behavioral Health Urgent Care

## Be seen. Be heard. **Be healthy.**

### **BHUC SERVICES MAY INCLUDE:**

- Behavioral Health Triage
- Behavioral Health Assessment
- Psychiatric Evaluation
- Level of Care Determination
- Crisis Counseling
- Solution-Focused Brief Therapy
- Whole Person Integrated Care Coordination
- Caring Contact Calls
- Information and Referral
- On-Site Pharmacy
- Benefit Enrollment Assistance



BHUC Services are available on a walk-in basis. Individuals are seen on a first-come, first-served basis.

The Centers' Behavioral Health Urgent Care (BHUC) is one component of a Whole Person Integrated Care Model and an important part of an ideal Behavioral Healthcare System. This first of its kind on-demand service in Northeast Ohio was established in 2022. The purpose of BHUC is to promote wellness and improve the quality of life for Cuyahoga County residents. It offers a person-centered integrated health care approach and addresses barriers to behavioral health services by increasing access and capacity, reducing stigma and service inequities, and addressing social determinants of health.

The multidisciplinary BHUC Care Team welcomes individuals who may benefit from receiving urgent behavioral health services due to a serious emotional disturbance, significant change in mental health wellness, or co-occurring behavioral health condition. Services focus on early detection, intervention, and stabilization of non-life-threatening behavioral health conditions. The Trauma-Informed services emphasize safety, choice, collaboration, and empowerment. BHUC offers an alternative to unnecessary emergency room visits and outpatient wait times and serves as an access portal to The Centers' full-service array and community resources.



BHUC services are available to individuals across the lifespan, beginning at age 6. Individuals under the age of 18 must be accompanied by a parent or guardian to receive services, so please bring all court issued guardianship documents to your visit.

BHUC does not provide Urgent Medical Care, Primary Care, Psychodiagnostic Testing, evaluations or documentation needed for legal matters or prescriptions for controlled substances.

Please call 911 if you or someone you know is experiencing suicidal or homicidal thoughts, has engaged in self-harm and requires medical treatment, is intoxicated or impaired from substance use, or requires immediate medical attention.

**Rooted in Urgent, Optimized by Care**





## BEHAVIORAL HEALTH URGENT CARE (BHUC)

### LOCATIONS

#### Gordon Square

5209 Detroit Avenue  
Cleveland, OH  
(216) 651-2037, Option 5

#### Uptown

12201 Euclid Avenue  
Cleveland, OH  
(216) 721-4010, Option 5

### HOURS

Monday through Friday  
8:30 a.m. to 4:00 p.m.

### OTHER HELPFUL RESOURCES

**Suicide and Crisis Lifeline:**  
988

**Frontline Services:**  
(216) 623-6888

**Crisis Text Line:**  
Text HOME to 741741

**Trans Lifeline:**  
(877) 565-8860

**The Trevor Project (LGBTQ  
Lifeline):** (866) 488-7386

**TrevorText Line:**  
Text START to 678678



Major health plans are accepted. A discounted, Sliding Fee Scale is available and based on income and family size. If you have questions or believe you may be eligible for additional insurance benefits, please ask to speak with a member of our Benefits Team for a no-cost and confidential eligibility review.



Please call or walk-in to one of our two BHUC locations if you or someone you know is experiencing one or more of the following:

#### In Adults, Young Adults and Adolescents:

- Confused thinking
- Prolonged depression (sadness or irritability)
- Feelings of extreme highs and lows
- Excessive fears, worries and anxieties
- Social withdrawal
- Dramatic changes in eating or sleeping habits
- Strong feelings of anger
- Strange thoughts (delusions)
- Seeing or hearing things that aren't there (hallucinations)
- Growing inability to cope with daily problems and activities
- Thoughts of not wanting to live, death, or suicide
- Numerous unexplained physical ailments
- Substance use

#### In Older Children and Pre-Adolescents:

- Substance use
- Inability to cope with problems and daily activities
- Changes in sleeping and/or eating habits
- Excessive complaints of physical ailments
- Changes in ability to manage responsibilities - at home and/or at school
- Defiance of authority, truancy, theft, and/or vandalism
- Intense fear
- Thoughts of not wanting to live, death, or suicide
- Prolonged negative mood, often accompanied by poor appetite or thoughts of death
- Frequent outbursts of anger

#### In Younger Children:

- Changes in school performance
- Poor grades despite strong efforts
- Changes in sleeping and/or eating habits
- Excessive worry or anxiety (i.e. refusing to go to bed or school)
- Hyperactivity
- Persistent nightmares
- Persistent disobedience or aggression
- Thoughts of not wanting to live, death, or suicide
- Frequent temper tantrums

(Mental Health America)

