

## Lancaster General Health

### BEHAVIORAL HEALTH CRISIS WALK-IN CENTER

*Immediate, easy-to-access  
behavioral health care.*



### NO APPOINTMENT NECESSARY!



#### Location

Part of the Lancaster General Hospital campus, the Crisis Walk-In Center is located at 555 N. Duke Street in Lancaster. The entrance to the center is on N. Lime Street.

#### Crisis Walk-In Center Hours

Monday – Friday: 11 am – 8 pm

Saturday and Sunday: 9 am – 2 pm

Please plan to come in at least 30 minutes prior to closing.

#### Parking

Parking is available in the Lime Street Parking Lot between James Street and Frederick Street.



**FOR MORE INFORMATION**  
visit, [LGHealth.org](https://www.lghealth.org)

#### LANCASTER GENERAL HEALTH BEHAVIORAL HEALTH CRISIS WALK-IN CENTER

555 N. Duke Street | Lancaster, PA 17602

[LGHEALTH.ORG](https://www.lghealth.org)

## Care for Today, Hope for Tomorrow

Most people face struggles that impact their mental health at some point in their lives. At Lancaster General Health, we're working to make it easier for people throughout Lancaster County to access the behavioral health services they need. As part of that commitment, we've opened the Behavioral Health Crisis Walk-In Center on the Lancaster General Hospital campus.

### WHO WE SERVE

The Crisis Walk-In Center offers immediate, easy-to-access behavioral health care for those with non-life-threatening concerns. We're here to serve adults, adolescents, and children ages 6 and older across Lancaster County, regardless of the ability to pay.

### A COMFORTABLE SETTING

Our Crisis Walk-In Center offers a caring, welcoming environment with a living room-style setting. It's designed to be a comfortable place to find support, compassion, and evidence-based care in the treatment of behavioral health conditions.

### TEAM-BASED CARE

Our team includes nurses, certified peer support specialists, licensed counselors, and psychiatric providers who partner with you to support your health and well-being.



### OUR SERVICES

We provide immediate behavioral health assessments, treatment, and support while building a bridge to any ongoing care that's needed.

Services include:

#### Rapid assessment

After you talk with a nurse, a licensed behavioral health counselor will meet with you and develop an immediate care plan that includes treatment, education, and family support when needed. Psychiatrists and mental health nurse practitioners are also available for medication recommendations.

#### Peer support

Throughout your visit to the Crisis Walk-In Center, certified peer support specialists serve as supportive partners to guide you through the process.

#### Connections to care

Our certified peer support specialists also serve as navigators to connect you with community services and resources for longer-term care and support. In the meantime, they can arrange in-person or telehealth follow-up appointments at the Crisis Walk-In Center.

## The Right Place for the Right Care

As a leader in behavioral health treatment, Penn Medicine Lancaster General Health is committed to creating a continuum of care for these vital services and collaborate with community organizations, schools, and police departments to help people access the care they need. Here are some examples of when to refer where.

**If an individual is seeking routine care and it is not urgent, make an appointment with a primary care provider.**

- May need to see a therapist
- May need a new medication for anxiety

**If an individual is facing a serious behavioral health crisis, call 988 or go to the Crisis Walk-In Center.**

- Really need to talk to someone and don't know where to turn
- Are struggling and can't get in to see their therapist for several weeks
- Used to have a therapist and now need a new one urgently
- Are recovering from alcohol or drug use and are worried they may relapse
- Are causing significant disruptions at school or refuse to go to school
- Were recently discharged from inpatient behavioral health care and need help with next steps

**If an individual is facing a serious medical problem, call 911 or access the nearest Emergency Department.**

- Are depressed and have thoughts of hurting themselves or ending their life
- Are having a panic attack with atypical chest pain
- Have been self-harming and there are immediate safety concerns
- Need detox services