

# Psychiatric Intake Response Center (PIRC)



The Psychiatric Intake Response Center (PIRC) at Children's of Alabama provides triage and resource services for children and teens with mental health care issues.

### WHAT?

- Phone triage services are provided to families, caregivers, community health providers, school employees or anyone with a pediatric mental health concern.
- ER triage services are provided for high-risk children and teens.
- Recommendations are given for mental health services:
  1) Go to nearest Emergency Department if child or teen is in imminent danger and needs inpatient stabilization
  - 2) Go to mental health care provider in the child's community OR
  - 3) Caregiver receives resource information about mental health care options.
- Access to database of mental health resources in primarily Jefferson, Shelby, St. Clair, Blount and Walker counties.
- Education on mental health issues.
- Safety planning in the event of future crises.

### WHO?

- Licensed Clinical Social Workers
- Licensed Professional Counselors

### WHEN?

#### • Open 8 am to 11 pm every day of the week. Future plans are to expand the PIRC so that services are provided 24 hours/7 days a week, year round.

### HOW?

• The PIRC staff at Children's assesses the mental health needs of the child or teen based on the adult caller's description or in-person intake assessment and determines the appropriate level of care. The staff recommends community resources to meet the needs.

# HELP

• What can you do to be a part of our mission? Partner with Children's to help educate our community about mental health concerns and the importance of the right level of care delivered at the right time.

### **BENEFITS**

- Direct contact with Board–Certified and Licensed Mental Health Professionals.
- Provide responsiveness and assistance to those in need of mental health services.
- Navigate patients and families through the mental health care system.
- Educate caregivers about mental health issues and concerns.
- Provide Safety Planning for future crises.
- Community becomes better informed about mental health resources.

# **NEED MORE DETAILS?**

• If you would like to learn more, please contact Cindy Jones, PIRC Director, at: cynthia.jones@ChildrensAL.org or call 205.638.5034.