

# Jackson Housestaff Behavioral Health Counseling Options

Updated as of January 2024

Type of Care Needed & Definition:	Counseling Options:	Location:	Hours:	How to Access:
Emergency (suicidal thoughts, need to be seen today)	Behavioral Health ER	Jackson Behavioral Health Hospital 1695 NW 9 <sup>th</sup> Ave Miami, FL 33136	24/7	Crisis Entrance
Non-Urgent (can wait 2-4 weeks for med management)	UM Psychiatrist	TeleHealth Services	M-F 8:00am - 4:00pm	<b>Call 305-243-2774</b> and leave a message including:  <i>Name, call back number, type of service requesting, preferred day(s) and preference for morning or afternoon appt</i>  Calls are returned within 1-2 business days
Non-Urgent (can wait 2-4 weeks for cognitive behavioral therapy)	UM Psychologist	TeleHealth Services	M-F 9:00am - 4:00pm	
Non-Urgent	EAP/Community Providers (up to 5 free counseling sessions per year)	Available face to face, by phone or televideo	24/7	<a href="http://mylifevalues.com">mylifevalues.com</a> Username: Jackson Password: Health 786-466-8377
Post Incident Management (negative patient and/or resident outcome)	EAP Provider in group and/or individual sessions	JHS HR Benefits Department (1500 NW 12 <sup>th</sup> Avenue Suite 106W Miami, FL 33136)	Monday - Friday 8AM-4PM	Schedule with Suzette Fernandez from JHS Benefits (786) 466-8355 <a href="mailto:suzette.fernandez@jhs-miami.org">suzette.fernandez@jhs-miami.org</a>

If a resident encounters resistance to approval of an appointment, he or she should notify their chief resident(s), program director or the DIO (Dr. Yvonne Diaz).

