

After-Hours and Emergency Support

Your safety and wellbeing are important. This leaflet explains what to do if you need urgent mental health support, particularly outside clinic hours.

Clinic Hours and Availability

This practice operates during scheduled clinic hours only.

The clinic does **not** provide:

- After-hours care
- Emergency psychiatric services
- Crisis intervention outside appointments

Messages sent outside business hours will be reviewed during the next clinic session.

When to Seek Urgent Help

You should seek urgent assistance if you:

- Feel unsafe or at risk of harming yourself or others
- Experience sudden or severe worsening of symptoms
- Are unable to cope and need immediate support

Urgent mental health concerns require **immediate attention**, not routine clinic contact.

What to Do in an Emergency

If you require immediate help:

- Call **000** (Australia)
- Attend your nearest **emergency department**

Emergency services are equipped to provide urgent assessment and support.

Crisis Support Services

You may also contact crisis support services, including:

- **1300 MH CALL (642 255) - 24 x7 QLD statewide crisis support**
- **Lifeline – 13 11 14**
- **Suicide Call Back Service – 1300 659 467**
- **Beyond Blue – 1300 22 4636**

These services are available outside clinic hours and can provide immediate support.

Between Appointments

If concerns arise between appointments that are **not urgent**, they are best discussed at your next scheduled consultation.

Administrative enquiries can be directed to clinic staff during business hours.

Planning for Support

If you have ongoing mental health difficulties, it may be helpful to:

- Identify trusted support people
- Discuss early warning signs with your psychiatrist
- Develop a plan for managing difficult periods

These steps can be discussed during your appointments.

Involving Other Supports

Your GP plays an important role in ongoing care and can assist with:

- Review of symptoms
- Access to additional services
- Coordination of care

For urgent concerns, your GP may also direct you to appropriate services.

Final Reminder

If you are in immediate danger or feel unable to keep yourself safe, **do not wait** for your next appointment or a response from the clinic.

Seek emergency assistance promptly.
