The ACCESS Department at the UNMH Children’s Psychiatric Hospital is the initial point of contact for referrals from service providers including emergency departments across New Mexico and nearby states, mental health providers who offer various levels and types of services, Children Youth and Families Department (Child Protective Services and Juvenile Justice), parents and other caregivers of youth in need of acute inpatient stabilization treatment.
Referrals come from various sources including other departments of UNMH. The following outline provides a quick glance at the referral and behavioral health screening process.

ACCESS Clinicians receive inquiries about services and requests for behavioral health screens from:

- Other departments in the UNMH system, e.g., Pediatric Emergency Department/Peds ED, Programs for Children and Adolescents/PFCA, Cimarron Clinic, Young Children’s Health Clinic/YCHC, and more
- Mental Health Providers (in state & out of state)
- School Staff
- Caregivers & parents

Children’s Psychiatric Center Reception:
505-272-2890 M-F 8AM-5PM, select option 4
NM Crisis & Access Line 24/7
855-662-7474
ACCESS DEPARTMENT 1001 Yale Blvd NE
Albuquerque, New Mexico  87131

Phone calls to ACCESS @ CPH From General Public
Dial 505-272-2890

ACCESS receives phone calls from all over the state of New Mexico and parts of Arizona, and other nearby states.

Information conveyed during calls:

• If you have a life threatening emergency please go to your nearest emergency department or call 911.

• If you have an urgent mental health issue, and need to talk to someone immediately you may call the NM Crisis and ACCESS Line 1-855-NMCRISIS (1-855-662-7474). This is staffed 24/7 by Licensed Masters Level Mental Health Providers.

• Children’s Psychiatric Hospital is not an emergency services site. If you have a mental health emergency please go to your nearest emergency room or UNM Psychiatric Emergency Services at 2600 Marble Av NE. They are open 24/7. Their phone number is 505-272-2920.

• Caregivers in need of mental health services or an evaluation are referred to their preferred out-patient mental health provider. If a provider is not in place they may obtain a list of those available from their insurance carrier by contacting member services (listed on the back of the insurance card).
ACCESS Services

What ACCESS Does:

• Field brief calls to determine client needs, e.g. refer to Managed Care Organizations/MCO’s, emergency services, and/or NM Crisis and ACCESS line.

• Provide behavioral health screens referred by UNMH providers, primarily UNMH Pediatric Emergency Department to determine eligibility for acute in-patient stabilization @ CPH.

• Coordinate/facilitate admission to CPH when a bed @ CPH is available.
• Assist in obtaining alternative placement when no bed is available @ CPH.

• Facilitate requests from emergency departments across New Mexico and nearby states for direct admission of children/youth meeting criteria for acute inpatient stabilization.

• Offer brief solution focused (1-3) sessions through our Bridges Clinic for those we screen, or have been directly reviewed by a child psych attending or fellow, for potential hospitalization, but are not admitted; and are in need of urgent therapeutic services while awaiting intake with an outpatient service provider.

• Offer brief solution focused sessions (1-6) through our Parachute Plan for those discharged from CPH who have a gap of 2 weeks or more until the service provider at the next level of care can begin treatment. Provide client and caregiver support to maintain safety in the home and prevent decompensation to an acute level of functioning.

• Provide various therapeutic support services for CPH In Patient Program.

What ACCESS Doesn’t Do:

• Walk-in psychiatric emergency evaluations.
• Perform school mandated behavioral health evaluations for children and youth to be allowed to return to school, e.g. “fitness for duty assessments.”
• Schedule behavioral health screens from non-UNMH providers or the public.
• Contact psychiatrists to prescribe medications or request dose changes for psychiatric emergencies.

WHAT WE ARE WILLING TO DO:

Listen, offer support, make recommendations and problem solve!