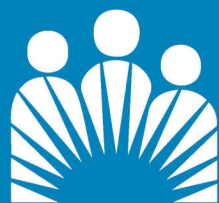


Northern California First Responder Resource Guide

Accessing Mental Health and Addiction Medicine
Services at Kaiser Permanente in Northern California



**KAISER
PERMANENTE®**



Purpose of the First Responder Resource Guide

The First Responder Resource Guide is designed for use by wellness or behavioral health teams, union leadership, and peer support leaders within the first responder community. They assist employees, union members, and colleagues who may need or benefit from accessing mental health and/or addiction medicine services at Kaiser Permanente (KP) in our Northern California (NCAL) locations.

The Resource Guide aims to help leaders in the first responder community support their colleagues in getting the right behavioral health care, which depends on the needs of the member. It does this by giving a clear guide, including department details, phone numbers, and tips that peer support leaders should know when helping others.

What to Know Regarding Mental Health Services:

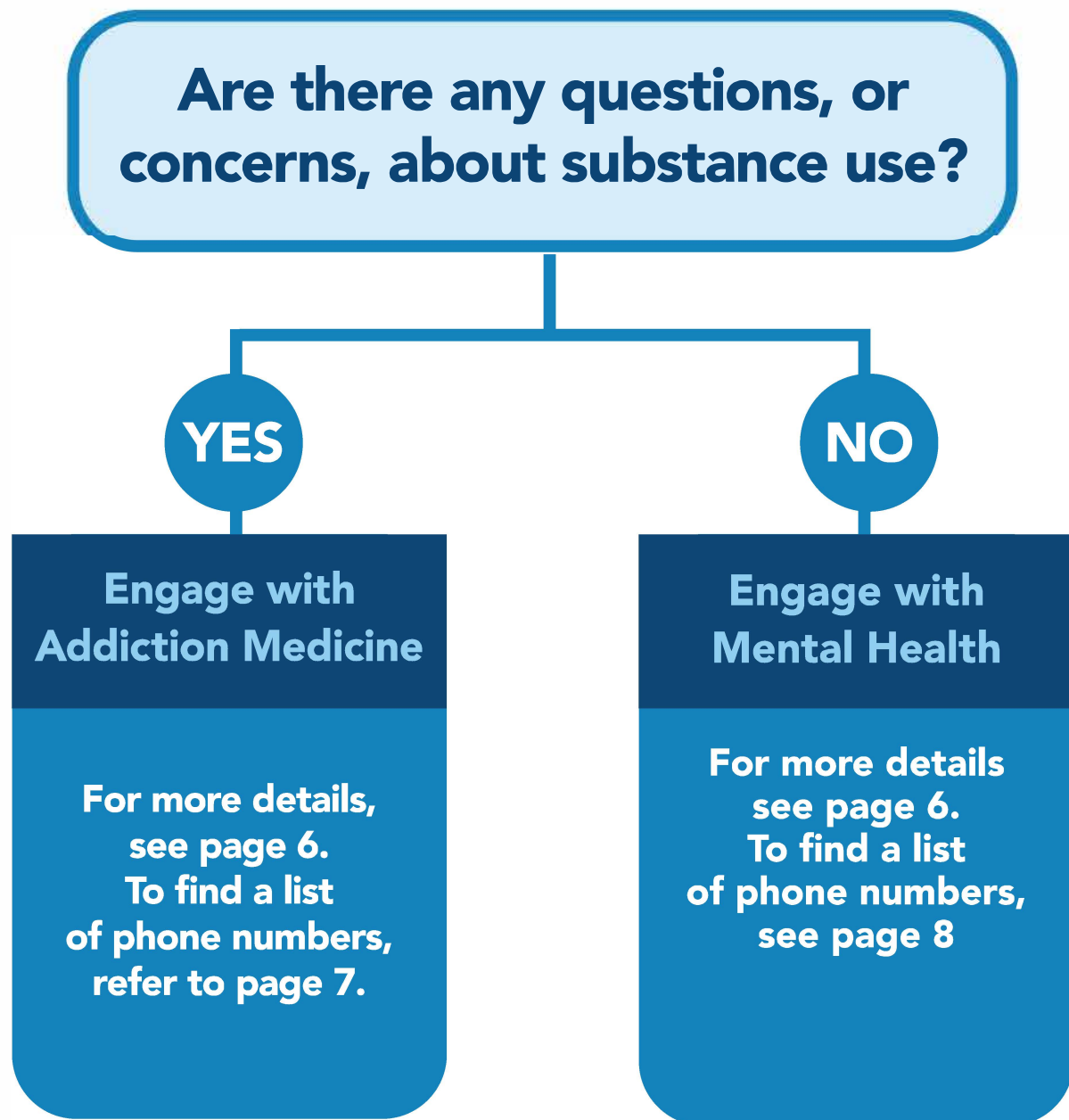
- Member care is determined by the member's Presentation at the time of the intake call.
- A clinical intake and assessment will be done by a licensed mental health professional.
- Keep in mind treatment is always voluntary.
- Members who have already accessed Mental Health or Addiction Services at Kaiser Permanente (KP) can contact their treating provider.
- If an employer is mandating the person to seek treatment, ensure the member shares that with the KP clinician. Regardless, the treatment and level of care the member will receive is based on the medical necessity.
- If work-related, follow the occupational health procedures of the employer when appropriate.



Begin by determining which department to engage with at Kaiser Permanente Northern California: Mental Health or Addiction Medicine?

Mental Health and Addiction Medicine are two separate departments, so determining the primary issue will help you decide which department to contact.

How to identify which Northern California department to engage with: Mental Health or Addiction Medicine?





Important information to know:

- Call your selected Addiction Medicine Services Department or Department of Mental Health and Psychiatry, rather than the KP medical advice line.
- Have your Kaiser Permanente Medical Record Number when you call.
- Self-identify as a First Responder when you engage in the screening process. This will help the intake provider accurately understand your needs and inform the treatment plan.
- A member can access the treatment they need (including residential options) by engaging with either department, and they can also receive care for co-occurring symptoms.



Northern California Addiction Medicine Department by service area:

Antioch: 925-777-6300

Elk Grove: 916-525-6100

Fresno: 559-448-4620

***Manteca:** 855-268-4096

Milpitas: 408-366-4200

Oakland: 510-251-0121

Pleasanton: 925-847-5051

***Redwood City:** 650-299-4778

Richmond: 510-307-1591

Roseville: 916-771-7600

Sacramento: 916-482-1132

San Francisco: 415-833-9400

San Jose: 408-972-3366

***San Rafael:** 415-491-3000

Santa Clara: 408-366-4200

***Santa Rosa:** 707-571-3835

***Stockton:** 855-268-4096

***Vacaville:** 707-624-2830

Vallejo: 707-651-1050

Walnut Creek: 925-295-4145

* Identify you are calling for Addiction Medicine as some departments are combined with Behavioral Health or Psychiatry.

Northern California Departments of Mental Health and Psychiatry by service area:

Antioch: 925-777-6300

Campbell: 408-366-4400

Clovis: 559-324-5100

Elk Grove: 916-478-5850

Fairfield: 707-366-3600

Folsom: 916-973-5300

Fremont: 510-248-3060

Fresno: 559-448-4620

Gilroy: 408-972-3095

Milpitas: 408-945-2915

Modesto: 1-855-268-4096

Mountain View: 650-903-2850

Napa: 707-645-2700

Oakland: 510-752-1075

Petaluma: 415-491-3000

Pleasanton: 925-847-5051

Rancho Cordova: 916-973-5300

Redwood City: 650-299-4777

Richmond: 510-307-1591

Roseville: 916-973-5300

San Jose: 408-972-3095

Sacramento: 916-973-5300

San Francisco: 415-833-2292

San Mateo: 650-627-1700

San Rafael: 415-491-3000

Santa Clara: 408-366-4400

Santa Cruz: 831-768-6736

Santa Rosa: 707-571-3778

Scotts Valley: 831-768-6736

South Sacramento: 916-525-6100

South San Francisco: 650-991-6200

Stockton: 1-855-268-4096

Tracy: 1-855-268-4096

Union City: 510-675-3080

Vacaville: 707-624-2830

Vallejo: 707-645-2700

Walnut Creek: 925-295-4145

Watsonville: 831-768-6736

Northern California afterhours line:

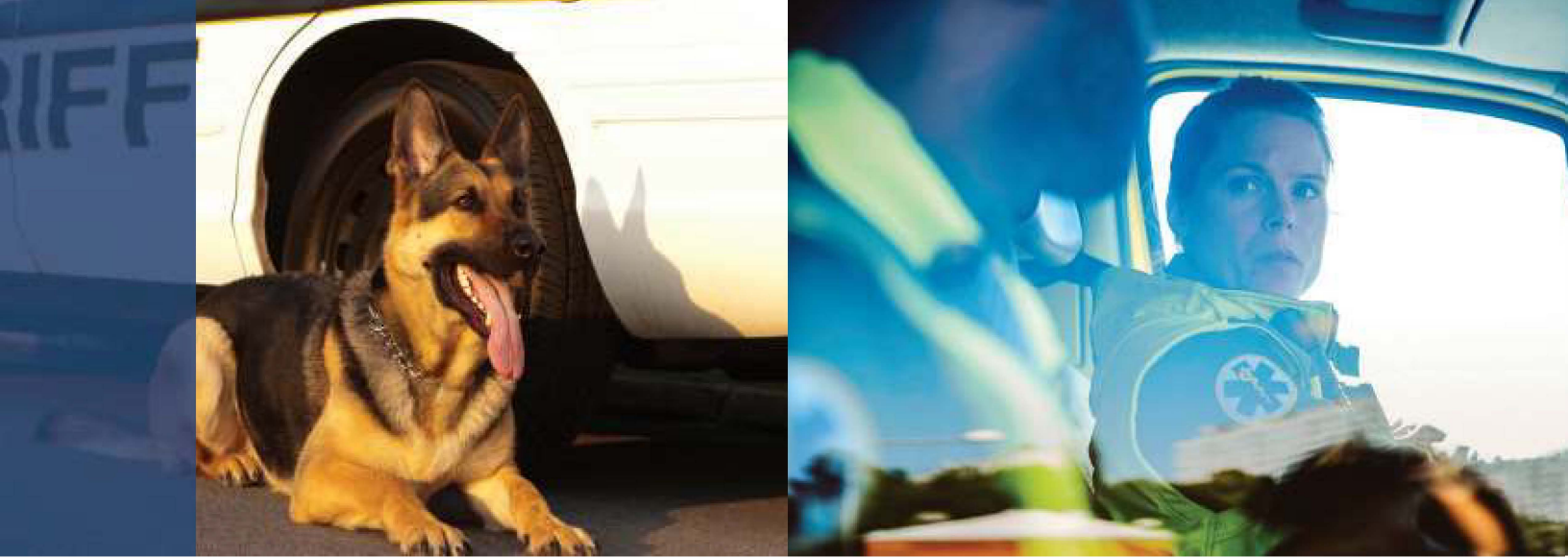
Have urgent mental health care needs afterhours?

Evening and weekend calls to your local mental health departments will give you the option to be connected to the KP afterhours mental health call center for urgent support. Refer to page 8 to find your nearest center.

Having access issues? For concerns about mental health or substance use services, call the California Mental Health Assistance line: **1-800-390-3503**

If a member is in crisis:

- If they're experiencing a medical or psychiatric emergency, call 911 or go to the nearest Emergency Room, where the psychiatric team will assess the member and determine appropriate treatment options based on their current clinical presentation.
- For inpatient and higher levels of care needs, including residential treatment, members can be triaged to either of these levels of care through outpatient or the Emergency Room.



What to expect when accessing mental health and addiction care:

- The member should be prepared to answer questions regarding current mental health status and history, what they're experiencing, symptoms etc. Peer support can assist in this with a verbal Release of Medical Information.
- There may be questions related to areas beyond the specific reported issue, like psychosocial issues.
- Be candid and open when providing this information.
- Just as First Responders are trained to handle difficult situations, KP clinicians are trained to hear the realities of the member's experience.
- Triage, intake and initial assessment can vary. They are designed to help create a personalized and comprehensive treatment plan while matching the members with an appropriate provider.
- Members do not need a referral to access outpatient mental health or addiction medicine services from a Kaiser Permanente provider.



Tips for Peer Support (or anyone supporting a KP member):

- Ideally the peer support person is present when advocating for the KP member.
- A verbal Release of Medical Information will likely be needed when calling with the KP member.
- It is valuable to have a Release of Medical Information form filled out ahead of time. If you don't have this form in advance, you will need to have the member with you so they can give verbal consent.
- If you want the peer support person to be able to advocate continuously, then the Release of Medical Information form should be completed.
- The peer support person should always have the member Medical Record Number and identify the KP member as a First Responder.
 - **Helpful information to know about the member:** date of birth, home address, zip code, medical history, medications, names of KP providers (if applicable), names of treating clinician (s) or entity, and information on current treatment plan, if applicable.
- If the member feels uncomfortable or activated when telling their story, or has shared it too many times, the peer support person can share the member's story and background with permission. This is particularly successful when the member is present for the conversation.

Release of Medical Information (ROMI) Process Details

- A member can bring a completed copy of their Release of Medical Information form to an in-person appointment and give it to their provider to be scanned into their chart.
- In the rare case that the member is engaging in virtual care only, then they can discuss how to best to submit their Release of Medical Information with the provider who is conducting the initial assessment.



Scan the code to download the
Release of Medical Information Form

Self-care apps for emotional wellness

Get help with anxiety, stress, sleep, mood, and more — 24/7,
at no cost to Kaiser Permanente members.



Calm is the #1 app for sleep, meditation, and relaxation.*



Headspace Care (formerly called Ginger) provides 1-on-1 emotional support coaching by text and self-care activities.



myStrength offers personalized programs designed to help you make positive changes.

*Calm is the number 1 app for sleep, meditation, and relaxation. Learn more at calm.com/blog/about



Visit kp.org/selfcareapps to get started





**KAISER
PERMANENTE®**