



The Emergency Room Enhancement Program staff will reach out to and engage with patients who have multiple emergency room visits for behavioral health or addictive disorders.

These individuals will receive care through community based case management to assure they have, or develop, the skills and resources they need to get and stay healthy.

This Eastern Region ERE team covers the following counties:

- Franklin
- Lincoln
- St. Charles
- Warren



For Information or to make an appointment, please call:

**844.853.8937**  
[compasshealthnetwork.org](https://compasshealthnetwork.org)



## Emergency Room Enhancement Program

EASTERN REGION





## WHAT IS ER ENHANCEMENT?

ER Enhancement provides a seamless transition from ED admission to care coordination, to referral, in a manner that takes into account clients' preferences, needs and values.

Our response is integrated and includes the coordination of on and off site primary care, behavioral healthcare and specialty services.

Referral to internal and external treatment providers include coordination across multiple services and systems.

An outreach specialist travels to the potential client's location, rather than request the individual be present for an intake appointment.

Assertive outreach techniques and intensive case management are utilized to encourage high-risk populations to seek treatment.

## HOW IS ELIGIBILITY DETERMINED?

In order for a patient to be eligible, he or she must be identified by one of the following healthcare facilities as a person who has frequently utilized the ER. Individuals must also reside in one of the four participating counties. Referrals can also come from law enforcement and community mental health liaisons.

- For many individuals, the ED at the local hospital is an attractive choice for quality, convenient care.
- EDs are immediately available and provide comprehensive, quality care for those who otherwise face difficulty accessing care due to barriers like inability to afford co-pays, deductibles, transportation, lack of knowledge, fear of refection as well as other reasons.
- Often times individuals who repeatedly access emergency services are not actively seeking community-based care, but are seeking immediate relief from current symptoms.



## WHO TO CONTACT:

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