



Compass Health  
Network

# OPEN ACCESS

**What is OPEN ACCESS at Compass Health?** Open access provides clients the flexibility to walk into any of our offices when they are ready to receive care.

**What happens during OPEN ACCESS?** When the client enters the building, they are greeted by our customer relation specialists, and asked to complete a few forms that will include background and financial information.

A basic screening tool is completed to determine the level of symptoms for each client. The client will be assigned to an access specialist in the moment, who will provide a basic introduction to the session and explain the process.

**So, what IS the process?** You will be asked questions so that our team can understand your needs and how to quickly assist you. The access specialist and the client work together during the session to ensure the treatment recommendation is person-centered and individualized. The client will be enrolled in the recommended program that day, so that services can start immediately.

**What next?** The treatment team will wrap around the client services and reach out for the next appointment. This ensures that all team members are on the same page, and the client receives focused attention and collaboration.

OUR BEHAVIORAL HEALTH  
STAFF ARE HAPPY TO  
ANSWER ANY QUESTIONS  
YOU MIGHT HAVE.  
IF YOU ARE IN IMMEDIATE  
CRISIS, OUR SUPPORT LINE  
IS STAFFED 24/7

**888-237-4567**



INSPIRE HOPE. PROMOTE WELLNESS.