



PRESS RELEASE

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NETCARE ACCESS ON-SITE CRISIS SERVICES WILL CLOSE ON NOVEMBER 25

COLUMBUS, OH - Netcare Corporation, dba Netcare Access, will permanently end 24/7 on-site crisis services effective at 8:00 P.M. on Friday, November 25.

Netcare announced earlier this year to stakeholders and healthcare providers that due to recent staffing challenges faced by many sectors in healthcare, the on-site crisis unit was no longer a sustainable model for it to operate.

Netcare began reducing the on-site crisis services hours from 24 hours a day, 7 days a week on August 28, and then again reduced to daytime hours on September 26. This wind-down allowed Netcare to assist with the transition of the patient population to other resources in the community.

The Netcare on-site crisis services will assist its last patient on Friday, November 25 through 8:00 P.M. On the last day, patients will be transported to acute care facilities, referred to a behavioral health provider, and/or discharged to the community. For those coming to the unit after its closure, alternate resources in the community will be posted.

With the closure of on-site crisis services, Netcare will sustain 11 programs - expanding 2 of them while adding 2 more in the next 6 to 12 months. One will include a return to outpatient services after being awarded a 4-year, federal grant from the Substance Abuse and Mental Health Services Administration (SAMHSA).

Netcare has recently expanded into answering 988 calls, texts, and chats for the National Suicide Prevention Lifeline. Since 2018 Netcare clinicians have also been answering the Homeless Hotline, 614-274-7000, for individuals and families seeking shelter in Franklin County.

"While it was a truly tough decision to end our in-person crisis program after providing that service for more than a quarter of a century, first and foremost in our decision making was our steadfast notion that we must treat patients safely, effectively, and compassionately," says Brian Stroh, MD, the CEO and medical director of the agency. "While the means by which we provide care will necessarily be different going forward, we look forward to the opportunity to continue to serve the patient population that has trusted us to do so for the past 50 years."

About Netcare Access: Netcare Access is a non-profit 501(c)(3) organization founded in 1972 providing specialized mental health and substance use services for adults in Franklin County, Ohio. Services include 24/7 Crisis Phone Line and 988 Suicide Prevention Lifeline, non-crisis assessments, residential services, and outpatient referrals in addition to community-based services. The Netcare Forensic Center contracts with 11 central Ohio county court systems. In 2021, more than 20,000 individuals received services and more than 212,000 phone calls were handled by the 24/7 Crisis Phone Line. To learn more about the organization, visit www.netcareaccess.org.

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