

# Psychiatric Urgent Care

## What you need to know

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Seattle Children's Psychiatric Urgent Care offers in-person and video visits for children and teens ages 4 through 17 who need urgent mental health support but do not need the services of an emergency department.

We see patients in person at Seattle Children's Magnuson, located at 6901 Sand Point Way NE in Seattle, and through video visits from anywhere in Washington state. Read the information below to learn what concerns we see, how to schedule a visit, what is needed for a video visit and more.

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### What concerns do you see through Psychiatric Urgent Care?

We can see these concerns through an in-person or video visit:

- **Anxiety:** Worries or fears that impact daily life. May include compulsions, obsessions, panic attacks or avoidance of social situations
- **Behavioral concerns without current aggressive behavior toward self or others:** May include excessive crying or yelling, head banging, meltdowns, refusals to follow directions, tantrums
- **Depression:** Feelings of sadness or hopelessness that have impacted daily life for 2 weeks or longer
- **Disordered eating behaviors** not requiring medical testing or treatment: May include eating a lot of food in a short amount of time often (bingeing), throwing up after eating (purging) and not eating enough (restrictive eating)
- **Medicine evaluations** without ongoing mental health treatment
- **Self-harm urges** with no current need for medical attention
- **Substance use concerns** not requiring medical care that are secondary to mental or behavioral health issues
- **Suicidal thoughts or feelings without a current suicide attempt requiring medical attention**

If we determine your child needs emergency services, we may suggest you go to your nearest emergency department for care.

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### What services do you provide?

During in-person and video visits we will:

- Evaluate your child and the reason for the urgent concern. In some instances, we may discuss medicines.
  - Help you create a safety plan, which may include parent or caregiver-focused behavior management support.
  - Offer treatment recommendations and may provide referrals to additional services in the community or at Seattle Children's. Please note that patients seen through Psychiatric Urgent Care will not be able to get an appointment with Seattle Children's Psychiatry and Behavioral Medicine Clinic faster than other patients waiting for care.
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1 of 4

#### To Learn More

- Psychiatry and Behavioral Medicine  
206-987-2164
- Ask your child's healthcare provider
- [seattlechildrens.org/patient-education](https://www.seattlechildrens.org/patient-education)

#### Free Interpreter Services

- In the hospital, ask your nurse.
- From outside the hospital, call the toll-free Family Interpreting Line, 1-866-583-1527. Tell the interpreter the name or extension you need.



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### What services do you not provide?

- We do not perform diagnostic evaluations for autism spectrum disorder.
- We do not perform return-to-school evaluations.
- We cannot complete any forms, including forms for court, child protective services or school placement.
- We cannot provide any additional documentation beyond what is in the medical record.
- We do not provide ongoing mental health treatment.
- We cannot perform medical assessments, laboratory tests, physical exams or tests to diagnose a medical problem.

To find a community mental health provider for non-urgent needs, contact the Washington Mental Health Referral Service for Children and Teens at [seattlechildrens.org/clinics/washington-mental-health-referral-service](https://seattlechildrens.org/clinics/washington-mental-health-referral-service).

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### Who should attend the visit?

- **For patients ages 4 through 12:** A parent or legal guardian must be present for the visit.
  - **For patients ages 13 through 17 who developmentally cannot consent to their own care:** A parent or legal guardian must be present for the visit.
  - **For all other patients ages 13 through 17:** The patient can choose to attend the visit alone or with their parent or legal guardian. The parent or legal guardian may be able to see the scheduled appointment with this clinic if they have a Seattle Children's MyChart account. The specific reason for the visit and the information shared during the visit will remain confidential unless we determine during the visit that we need to contact the patient's parent or legal guardian.
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### How do we schedule a visit?



Scan the QR code or visit [seattlechildrens.org/psychiatric-urgent-care](https://seattlechildrens.org/psychiatric-urgent-care) to schedule an in-person visit or get in the virtual line for a video visit.

If you choose a video visit, you will not receive a scheduled appointment time. You will get in a virtual line and wait for a provider to see you when available. You will receive a notification when the provider is ready.

If you are not able to schedule a visit online, you can also call 206-987-2164. If you need an interpreter, call 1-866-583-1527 and ask for "Psychiatric Urgent Care scheduling."

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### What should we do if it is an emergency?

If your child needs help right away, call 911, go to your nearest emergency department or call or text 988 to reach the Suicide & Crisis Lifeline.

### What are the signs of a mental health emergency?

- Your child is at immediate risk for harm due to suicidal thoughts or feelings, or requires emergency medical care due to self-harm or a suicide attempt
- Your child is at immediate risk of harming others
- Your child cannot take part in safety planning to avoid self-harm
- Your child has lost the ability to care for themselves or do the basic tasks needed to keep themselves clean or healthy
- You are concerned you cannot keep your child safe until they have an appointment

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### Will you prescribe medicine for my child?

We may prescribe medicine based on our assessment of your child's concerns. We may also consult with your existing providers to prescribe medicine. We will not manage the ongoing prescribing of medicine. Please make sure we have the correct pharmacy on file to send medicine to, if needed.

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### Do we need a referral?

No. You will not need a referral for an in-person or video visit with Psychiatric Urgent Care.

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### Will my insurance cover the visit?

It depends. Contact your insurance plan to learn more about your coverage and costs, including copays and coinsurance.

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### What is required for a video visit?

Your child must attend the visit. Due to licensing requirements, your child and anyone else joining the appointment must be physically in Washington state at the time of each video visit. Let our team know if you do not have access to technology for the video visit.

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### How are you able to treat my child's concerns when you are not in person?

We will review your child's medical and mental health history and ask questions about their current concerns. Our video visits are staffed by the same providers as our in-person Psychiatric Urgent Care. They have extensive experience working with children and teens with mental and behavioral health concerns.

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### What do I need to participate in a video visit?

- **An internet connection.**
- **A digital device.** Desktop computers, laptops, tablets or a smartphone all work. The device must have a webcam, speakers and microphone.
- **Software.** If you're using a smartphone or tablet, you may need to install an application on your device. When you click the video visit link, your device will let you know if you need to install the application.
- **A private location** where the patient and family member cannot be disturbed. Your home usually works best. If other people are around, make sure you can close a door.

### How do I participate in a video visit?

You will receive an email and a text message when it is time for you to join your video visit. If you do not join the visit within 15 minutes of receiving the notification, your visit may be given to another patient in need of important urgent care services. You will remain in line for the next video visit time slot.

**When it is time to join the visit:** Log into MyChart (if you have an account) or click on the link provided in the email or text message you receive when it is time to join the visit. If you need an interpreter, call 1-866-583-1527, choose your language and follow the instructions.

Visit [seattlechildrens.org/patients-families/online-services](https://seattlechildrens.org/patients-families/online-services) to learn how to start a MyChart account. Also available in Spanish.