



How do I find behavioral health or medication management providers?



Things to know

Behavioral health is like specialty care (cardiologists, neurologists, etc), so we can expect the following:

- **Many providers are booked out weeks to months, or have waitlists.** If they are a great fit, this may be worth it. **If you are in a crisis, see end of document.**
- **Many providers have limited availability that is most convenient for you.** Many work partial weeks and partial days, don't offer appointments on weekends or in the evening, or certain parts of their day fill up quickly (after-school times, for example).
- **Many providers that are good fits are often farther away than you expect.** Think Randall Children's Hospital, OHSU, or even your Primary Care Office may not be close to you, but the quality of care you receive is high.
- Like any kind of specialty care, the more flexible you are able to be, the easier it will be to access.

What is **goodness of fit**?

- The way that a service matches the given criteria. In counseling and psychology, this *means how well a therapist matches with the needs you have.*
- This includes, but not limited to:
 - Provider specialties and modalities (types of therapy interventions used), expertise and experience, level and areas of training, level of licensure, complexity or risk of the client's needs, comfortability of the provider with given client needs, personality (between provider and client), ease of accessibility (does the provider respond quickly or did you wait weeks to hear back?).
- Other things you may value:
 - Location, insurance and payment, sex or gender of the provider, availability.

Other things you can expect:

- It may take some time to find a good-fit provider. You may consult with multiple.
- Many providers offer free or low-cost consultations. These can be over the phone and/or in person. **This is the provider and client's opportunity to determine final goodness of fit.**
- Parents can call for children under the age of 14 years old (the age of consent in Oregon). Anyone over 14 years old will need to call themselves, or be present during the call.

*** Private insurance ***
Searching for providers:

1. **DO:** Contact your insurance to understand your benefits and coverage.
 - a. **TRY:** Insurance search engine online or by-phone to find providers in your network.
2. **TRY:** Search on www.PsychologyToday.com. Filter by location, insurance, issue, provider gender, age of client, language, faith, and type of therapy, etc.
 - a. **TIP:** add or take-away filter criteria to adjust the number of results
 - b. **SEE ALSO:** psychiatrists, treatment centers, support groups search engines.
3. **TRY:** Search on www.PortlandTherapyCenter.com. Best for providers in the main quadrants of Portland-Metro (i.e. N, NE, NW, SW, SE). Filter by location, insurance, issue, type of therapy, free consultation, etc.
4. **TRY:** If you are looking for a specific modality, search on specific modality databases. For example, Google-search “ ___ therapist database” (CBT, EMDR, DBT, Play Therapy, etc).
5. **CONTACT:** After you have found some provider you like, start contacting them! Some prefer phone calls/voicemails, some have websites with online appointment requests.
6. **Still getting stuck?** Contact your primary care team for more assistance. The nurse or care coordinator may be able to help you.

Are you or your child in crisis and/or cannot be safe?

- Call 911
- Call county Mental Health Crisis line
- Go to the ER
- Go to the county Mental Health Crisis clinic

Multnomah County:

24/7 Crisis call center: 503.988.4888 / 800.716.9769
Urgent walk-in clinic: 4212 SE Division St Portland
Hours: 7am – 10:30pm, 7 days/week

Washington County:

24/7 Crisis call center: 503.291.9111
Urgent walk-in clinic: 5240 NE Elam Young Parkway, Suite 100, Hillsboro
Hours: 9am – 8:30pm, 7 days/week

Clackamas County:

24/7 Crisis call center: 503.655.8585
Urgent walk-in clinic: 11211 SW 82nd Ave Suite O, Happy Valley
Hours: M-F 9am-7pm, Sat 10am-7pm, Sun CLOSED

Marion/Polk/Yamhill County:

24/7 Crisis call center: 503.585.4949
24/7 Urgent walk-in clinic: 1118 Oak St SE, Salem

Yamhill County:

24/7 Crisis call center: 844.842.8200
Urgent walk-in clinic: 627 Birth Evans Street McMinnville
Hours: M-F 8:30am – 5pm

Psychiatric Emergency Service

Unity Center for Behavioral Health
Open 24/7
1225 NE 2nd Ave Portland 97232
503 944.8000

Other services:

National Suicide Prevention Lifeline: 800.273.8255 (TALK)
en español: 888.628.9454
David Romprey Oregon Warmline (peer support):
800.698.2392
Oregon Youthline: 877.968.8491. TEXT: teen2teen to 839863