


## Emergent Needs

What are my options?	How do I contact?	When should I use it?	What else should I know?
911	Dial 9-1-1	<p><b>Emergency situations such as:</b></p> <ul style="list-style-type: none"> <li>• Emergency mental health</li> <li>• Suicidal ideation</li> <li>• Concern over harm for oneself or other</li> </ul>	<ul style="list-style-type: none"> <li>• Confidential, available 24/7</li> <li>• <b>Open nationwide to anyone</b> – whether they are employed or not</li> <li>• Staffed by licensed Behavioral Health professionals</li> </ul>
988	<ul style="list-style-type: none"> <li>• Dial 9-8-8 or</li> <li>• Text 9-8-8 or</li> <li>• Chat <a href="https://988lifeline.org">988lifeline.org</a></li> </ul> <p>OR Scan QR code to chat:</p> 	<ul style="list-style-type: none"> <li>• Thoughts of suicide</li> <li>• Mental health or substance use crisis, <b>or</b></li> <li>• Any other kind of emotional distress</li> </ul>	<ul style="list-style-type: none"> <li>• Confidential, available 24/7</li> <li>• <b>Open nationwide to anyone</b> – whether they are employed or not</li> <li>• Staffed by trained crisis counselors who can help people experiencing mental health-related distress</li> </ul>



## Non-Emergent Needs

What are my options?	How do I contact?	When should I use it?	What else should I know?
<p>Physician &amp; APP Well-Being Help Line</p>	<p><b>Greater Charlotte Region:</b> <b>Dial</b> 704-444-5877</p>	<p><b>Non-emergency situations such as:</b> Emotional concerns, stress / burnout, family matters, etc.</p> <p>Can triage callers to the following resources:</p> <ul style="list-style-type: none"> <li>Behavioral Health Assistance</li> <li>Chaplain Services</li> <li>Peer to Peer Support</li> <li>NC Physician Health Program</li> </ul>	<ul style="list-style-type: none"> <li>Confidential, available 24/7</li> <li><b>Open to anyone</b> – whether they are employed or not</li> <li>Staffed by licensed Behavioral Health professionals</li> </ul>
<p>Employee Assistance Program</p>	<p><b>Greater Charlotte Region:</b> <b>Dial</b> 800-384-1097</p> <p><a href="#">Confidential Email</a></p> <p><a href="#">Web Access</a></p>	<p><b>Non-emergency situations such as:</b></p> <ul style="list-style-type: none"> <li>Emotional Concerns</li> <li>Stress / burnout</li> <li>Family matters</li> <li>Financial problems</li> <li>Legal issues</li> </ul>	<ul style="list-style-type: none"> <li>All teammates, regardless of benefit eligibility, and their family members can use up to six sessions with a licensed counselor, at no charge.</li> <li>If <i>more than six</i> sessions are needed, counselors will provide external referrals that can be used for a fee.</li> </ul>
<p>Atrium Health Code Lavender HOPEline</p>	<p><b>Greater Charlotte Region:</b> <b>Dial</b> 1-980-212-HOPE (4673)</p> <p><a href="#">Web Access</a></p>	<p><b>Examples:</b></p> <ul style="list-style-type: none"> <li>Compassion Fatigue</li> <li>Burnout</li> <li>Being shaken after witnessing a Code Blue for the first time</li> <li>Experiencing a verbal insult from a patient or family member</li> <li>Experiencing issues/concerns in personal or family life or other issues that cause challenges or discomfort</li> <li>Work-related issues associated with Compassion Fatigue, a difficult case or cases, a trying stretch of time on the unit or general fatigue and weariness</li> </ul>	<p>Confidential, available 24/7</p>
<p>Peer Support Program</p>	<p><a href="#">Email</a></p>	<p><b>Examples:</b></p> <ul style="list-style-type: none"> <li>Compassion Fatigue</li> <li>Burnout</li> <li>Experiencing a verbal insult from a patient or family member</li> <li>Work-related issues associated with a difficult case or cases, a trying stretch of time on the unit or general fatigue and weariness</li> </ul>	<p>The Peer-to-Peer Support Program provides the opportunity for nurses, physicians and APPs to connect with trained peer support volunteers after adverse patient events or events with serious unanticipated patient outcomes.</p>



## Additional Resources

<b>Listen / Watch</b>	<p>Center for Physician Leadership &amp; Development Monthly Sessions:</p> <p><a href="#">Well-Being Playlist</a></p>
<b>Read</b>	<p><a href="#">Choosing Resilience</a></p>
	<p><a href="#">Schwartz Center Rounds: Caring for Yourself &amp; Others During the COVID 19 Pandemic: Managing Healthcare Workers' Stress</a></p>
	<p><a href="#">Find more emotional and spiritual support including self-guided coping and meditations</a> (Atrium Health Sharepoint Access Required)</p>
<b>Engage</b>	<p>Well-Being Index- Available for Physicians, APPs, Residents and Fellows: <a href="https://app.mywellbeingindex.org/landing-page/atrium-health">https://app.mywellbeingindex.org/landing-page/atrium-health</a> <b>or</b> Download the Well-Being Index Mobile App, <b>Invitation Code:</b> ATRIUM <a href="#">iOS</a>   <a href="#">Android</a></p>
	<p><a href="#">LiveWell</a></p>
	<p><a href="#">AMA Physician Burnout CME Online Courses</a></p>

