## Emergent Needs

<table>
<thead>
<tr>
<th>What are my options?</th>
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<th>When should I use it?</th>
<th>What else should I know?</th>
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</table>
| - 911                | **Dial 9-1-1**   | Emergency situations such as: | • Confidential, available 24/7  
• **Open nation-wide to anyone** – whether they are employed or not  
• Staffed by licensed Behavioral Health professionals |
| 988                  | • **Dial** 9-8-8 or  
• **Text** 9-8-8 or  
• **Chat** [988lifeline.org](http://988lifeline.org)  
OR Scan QR code to chat: | - Thoughts of suicide  
- Mental health or substance use crisis, or  
- Any other kind of emotional distress | • Confidential, available 24/7  
• **Open nation-wide to anyone** – whether they are employed or not  
• Staffed by trained crisis counselors who can help people experiencing mental health-related distress |
## Non-Emergent Needs

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| Physician & APP Well-Being Help Line | Greater Charlotte Region: Dial 704-444-5877 | **Non-emergency situations such as:** Emotional concerns, stress / burnout, family matters, etc. Can triage callers to the following resources:  
- Behavioral Health Assistance  
- Chaplain Services  
- Peer to Peer Support  
- NC Physician Health Program |  
- Confidential, available 24/7  
- Open to anyone – whether they are employed or not  
- Staffed by licensed Behavioral Health professionals |
| Employee Assistance Program | Greater Charlotte Region:  
Dial 800-384-1097  
Confidential Email  
Web Access | **Non-emergency situations such as:**  
- Emotional Concerns  
- Stress / burnout  
- Family matters  
- Financial problems  
- Legal issues |  
- All teammates, regardless of benefit eligibility, and their family members can use up to six sessions with a licensed counselor, at no charge.  
- If more than six sessions are needed, counselors will provide external referrals that can be used for a fee. |
| Atrium Health Code Lavender HOPEline | Greater Charlotte Region:  
Dial 1-980-212-HOPE (4673)  
Web Access | **Examples:**  
- Compassion Fatigue  
- Burnout  
- Being shaken after witnessing a Code Blue for the first time  
- Experiencing a verbal insult from a patient or family member  
- Experiencing issues/concerns in personal or family life or other issues that cause challenges or discomfort  
- 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 |  
- Confidential, available 24/7 |
| Peer Support Program | Email | **Examples:**  
- Compassion Fatigue  
- Burnout  
- Experiencing a verbal insult from a patient or family member  
- Work-related issues associated with a difficult case or cases, a trying stretch of time on the unit or general fatigue and weariness |  
- 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. |
## Additional Resources

### Listen / Watch

Center for Physician Leadership & Development Monthly Sessions:

- [Well-Being Playlist](#)

### Read

- [Choosing Resilience](#)

- [Schwartz Center Rounds: Caring for Yourself & Others During the COVID 19 Pandemic: Managing Healthcare Workers' Stress](#)

- Find more emotional and spiritual support including self-guided coping and meditations
  (Atrium Health Sharepoint Access Required)

### Engage

- Well-Being Index- Available for Physicians, APPs, Residents and Fellows:
  [https://app.mywellbeingindex.org/landing-page/atrium-health](https://app.mywellbeingindex.org/landing-page/atrium-health)
  or
  Download the Well-Being Index Mobile App, **Invitation Code:** ATRIUM
  [iOS](#) | [Android](#)

- [LiveWell](#)

- [AMA Physician Burnout CME Online Courses](#)