

# Mental Health Emergency Center

## ABOUT THE EMERGENCY CENTER

The Mental Health Emergency Center (MHEC) is the mental health (psychiatric) emergency department caring for residents of Milwaukee County. The MHEC offers [emergency mental health services](#) for people of all ages experiencing a mental health crisis. MHEC is one of many mental health crisis services available to people in the community along with mobile crisis services, walk-in access clinics, and the Behavioral Health Services Crisis Line.\*

## MHEC SERVICES

### The Care We Offer:

- MHEC assesses, stabilizes, and provides emergency treatment to people experiencing a mental health emergency.
- The goal is to treat the emergency and quickly connect the patient with the appropriate care. This could be additional mental health support in the community or in a mental health hospital.
- The center also connects patients and families to supportive services.
- There are separate treatment areas for adults and children.

### The MHEC Does Not Provide:

- Long-term inpatient care
- Outpatient mental health therapy or medication administration
- Scheduled appointments (walk-in only)
- Medical care, such as heart, cancer, or wound care. \*Patients who have both medical and mental health emergencies should go to a hospital emergency room.

## MORE INFORMATION

More information about the Mental Health Emergency Center can be found at [mentalhealthmke.org](http://mentalhealthmke.org). For help finding other mental health or substance use services in the community visit [healthymke.com/well](http://healthymke.com/well).

\*If you are unsure of what services you or a loved one need, call the Behavioral Health Services Crisis Line at 414-257-7222.

## EMERGENCY CENTER INFORMATION

### Location:

1525 N. 12th Street  
Milwaukee, WI

### Hours:

Monday - Sunday  
24 Hours/Day

### MHEC Patients:

- Adults and children of all ages
- All people, regardless of insurance status or ability to pay
- People who walk in themselves or with friends/family and people who are brought in by law enforcement

## WHEN TO USE THE EMERGENCY CENTER

Patients and families should go to MHEC if they are experiencing a serious mental health emergency and are at risk to themselves or others.

### This may include:

- Thoughts of suicide, self-harm or harming others
- Violent, erratic or aggressive behavior
- Significant worsening of mental health disorders