



Good Afternoon,

With an increasing amount of people being diagnosed with a mental illness, and a decrease in psychiatrists, it is becoming more and more difficult for patients to receive the care they need and deserve. People are turning to their primary care doctors or left hanging in the gap while they desperately wait for appointments to open up. This means that individuals who would have been quickly treated and stabilized are now falling rapidly to the bottom of the barrel until they receive help from places like the hospital. By this time, their situation has become more desperate and harder to treat.

Dr. Melissa Deuter, MD., a practicing psychiatrist in the Stone Oak area, and Amanda Koplin, LPC, a practicing licensed professional counselor, created a three tiered system to more effectively address the mental health needs of the community. Our primary goal is to provide people with accessible mental health services the moment they need it. This model decreases overall costs for care, increases quality of life, and allows people to remain in their own home. Our clinic, Sigma Mental Health Urgent Care, operates to address these needs in the following way:

1. **Walk-in crisis services:** Individuals are able to walk-in to receive a psychiatric evaluation which starts with seeing a therapist and ends with them seeing a psychiatrist or psychiatric nurse practitioner. By the end of the evaluation, the patient and provider have a clear picture of the individuals needs and the patient receives a plan explaining treatments which may be beneficial for them and where to receive those services. These hours are Tuesday – Friday: 3 pm – 8 pm & Saturday – Sunday: 12 pm – 5 pm.
2. **Interim and Brief Services:** We understand that for psychiatrists it may be up to a 6 month wait, if they are even accepting new patients at all. As a result, we encourage the patient to put themselves on the wait list and we continue to provide care during the interim period in order to prevent a lapse in their mental health treatment. For those who need brief services (less than 6 months), and who do not have a current provider in the community, we can continue to see them and treat their short-term needs.
3. **Provider Referral and Follow-up Services:** We are a mental health urgent care clinic and do not see patients long-term. We are committed to helping patients receive the care they need and assist them by providing referrals for providers in the community who can meet their long-term needs. Continuity of care is also important to us and we take the time to follow-up with providers when their patients come to Sigma Mental Health Urgent Care. Our goal is not to take anybody's patients long-term but rather to allow their patients to access crisis services when their long-term provider is unavailable.

Please visit our website at www.sigmamhuc.com and see the attached brochure for a more detailed explanation of our services. You can also call us at 210-314-4564 or email us at sigma.mhuc@gmail.com if you have any questions.

Respectfully,
Dr. Melissa Deuter, MD.
Amanda Koplin, LPC