

About Unity's Psychiatric Emergency Services (PES)

Information for patients and families

PES stands for Psychiatric Emergency Services. It is a special emergency department (ED) for adults 18 and older having a mental health crisis such as an emotional crisis, signs of a mental illness or reaction to drug or alcohol use that needs urgent care or that can't be treated outside of a hospital. Here at Unity you will be treated by staff who care and understand mental health crises.

What happens in the PES?

First you are seen by a triage nurse.

We'll store your belongings and phone in a safe place and take you to the PES. Patients and staff coexist in an open area with comfortable reclining chairs to support your care.

Once in the PES, you will participate in a psychiatric evaluation. After the evaluation is done, our treatment team will make a stabilization plan with you. There may also be a period of time dedicated to treating your symptoms.

During your evaluation, you may be offered medications to ease your symptoms — you have the choice to say "no" unless a provider decides you or others are at risk.

We may ask friends or family members for more information to help us understand your needs.

After your evaluation and a period of observation, you may be given choices for more care such as a hospital stay, more medications, referral to therapy or other outpatient services.

Evaluating patients in the PES

Once you enter the PES triage area, you will not be able to leave until a provider has had a chance to evaluate you.

The PES is a locked setting for voluntary and involuntary patients.

While we are always working to shorten lengths of stay in the PES, wait times can vary.

We make every effort to give you a warm and comfortable setting during your time here.

Families and friends

To protect the privacy and care of a wide variety of patients, family members and guests are not able to visit in the PES environment. However, if a visit is possible and approved by a provider, our staff will work with you to arrange a meeting in one of our consult rooms. Phone calls with family are always encouraged. Our front desk staff can give information and resources for family education and support.

Help outside of our hospital

We offer many referral materials in our waiting room for you to read if you are interested in community-based support in our area. For more information call the Multnomah County Crisis Line at 503-988-4888.

If you are not in crisis and don't want to be seen here, please alert front desk staff. If you enter the PES, you will not be able to leave until you are evaluated. Our staff will do all they can to meet your needs and open a door to hope and recovery.

www.unityhealthcenter.org

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