Foldable Wallet Card

1) Cut out card along the outside solid line.
2) Fold in half along the vertical dotted line, with information facing outward.
3) Fold in half along the horizontal dotted line so that the photo is on the front cover.

For more information visit www.sanmateo.ca.gov/mh911

MENTAL HEALTH
EMERGENCY
GUIDELINES FOR CALLING 911

Local Police
Families of adults with mental illness
(650) 368-3178
BHRS Access Call Center
Mental health & substance use services
1(800) 686-0101
TTY (for hearing impaired): 711
National Alliance on Mental Illness
Provides family support, education
650-638-0800

24 HOUR CRISIS LINES
Suicide/Crisis Hotline
(650) 579-0350
1(800) 273-TALK (8255)
San Mateo Medical Center
Psychiatric Emergency Services
(650) 573-2662
Mills-Peninsula Medical Center
Psychiatric Emergency Services
(650) 696-5915

IMPORTANT NON-EMERGENCY NUMBERS

WHAT TO SAY WHEN CALLING 911

The 911 dispatcher will ask the following (be clear and brief):
• Are there any acts or threats of violence?
• Are there any weapons involved?
• Where is the person experiencing the emergency located?
• Has there been a suicide attempt or have you made threats of suicide?
• Are there any medical conditions?
• Are there any medical conditions?
• Are there any medications involved?
• Are there any medications involved?
• Are there any medications involved?
• Are there any medications involved?
• Are there any medications involved?

For more information visit www.smchealth.org/mh911