

MCT 24-hour helpline

— 6389 2222

- Available to the public 24 hours daily
- Our counsellor provides initial support and triage over the phone
- A risk assessment of the situation, current support system, and resources will be conducted
- A referral to appropriate follow-up services may be made
- The Mobile Crisis Team will be activated to do a home visit for IMH patients, if critical

MCT home visit

- Available to IMH patients aged 18 – 65 only (Non-IMH patients are encouraged to seek help from their respective service providers.)
- Operates from Mon – Fri, 8am – 6pm
- Team assesses patient's mental state, provide intervention and short-term crisis management, where needed
- Persuades and accompanies patient to seek treatment at IMH, if necessary
- Fees: \$30 (subsidised patients), \$40 (non-subsidised patients)

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mobile crisis service



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The Mobile Crisis Service is a service provided by the Institute of Mental Health (IMH) to serve the needs of persons with mental illness and their caregivers in the community. It aims to reduce the impact of mental health emergencies through immediate response to crisis at community level.

A 24-hour Helpline, manned by qualified counselors, provides immediate assistance and advice to callers or caregivers facing a crisis, while the Mobile Crisis Team provides timely intervention to IMH patients at their homes.



Frequently Asked Questions

Q1: Can anyone request for home visits?

Only a patient's family members or primary caregivers can request for home visits. The counsellors will liaise with them to be present during the visit. If an agency requests for the visit, the counsellors will still liaise with the patient's family members or caregivers.

Q2: What about psychiatric patients who are mentally disturbed or suicidal but under the care of other mental healthcare providers?

Family members of non-IMH patients are encouraged to seek help from their primary doctor, failing which they may call the Mobile Crisis Helpline at 6389 2222 for advice.

Q3: If I see someone who may be mentally unwell and causing a disturbance in public, can I call the helpline?

Yes, the Mobile Crisis Helpline is available to the public. However, for the safety of the public, it would be more appropriate to call the police if the situation is critical.

Q4: Can the Mobile Crisis Team intervene or conduct visits at public places?

Visits should ideally be conducted at a patient's home.

Q5: How soon can a home visit be conducted?

The Mobile Crisis Team will be activated as soon as possible, once the counselors obtain important information such as the patient's clinical history, location, family member's agreement and assistance, as well as liaise with any agencies involved.

Q6: Does the Mobile Crisis Team have the authority to bring a patient to IMH for treatment if he refuses?

The Mobile Crisis Team is unable to bring a patient to IMH against his will. However, if the patient is assessed to be a danger to himself or others, police assistance will be obtained.



Q7: Will the patient be transported in an ambulance if he refuses to go to IMH with family members?

IMH does not provide ambulance services. Family members would have to bear the cost of calling a private ambulance to bring the patient to IMH for treatment, if necessary.

Q8: Can the Mobile Crisis Team conduct a home visit to accompany a patient to IMH/clinics for their appointments or to Emergency Services?

Home visits by the Mobile Crisis Team are not conducted for the sole purpose of accompanying a patient to IMH/Clinics. Our counsellors would be able to refer the family to private ambulance services, which can bring the patient to IMH.

