

What is Open Access at LFS?

“Open Access” is what we call the process for getting started with some of our services. Right now, these include:

- Medication Management
- Adult Substance Use Evaluation / Treatment
- Adult Mental Health Evaluation / Therapy

The first meeting for these services is available during certain days and times, listed on our [website](#).

LFS has both **Onsite** and **Virtual** Open Access options available! See below for more information and instructions on how to access both options.

If you have questions or need help with Open Access, please contact our Client Engagement team by email at CET@lfsneb.org or call them at 402-441-7940.

What else do I need to know?

Open Access at LFS is not for mental health or substance-use related crises or medical emergencies: Please call or text 988 if you or a loved one is experiencing a mental health or substance-use related crisis. Trained counselors are available 24/7 via 988. Before calling 988, you should know that it can take 1-2 minutes for someone to respond. If you and the counselor are not able to create a safety plan together, they are currently required to contact law enforcement or other emergency responders to come to your location to further assess the situation, which could result in hospitalization. If you need immediate emergency medical assistance, please call 911 directly.

If you are seeking an individual service (not couple therapy), please plan to attend the meeting alone. This helps you and the provider get to know each other better.

There may be times when there is not a provider available the day you attend Open Access. We are working hard to improve our systems so that this happens as rarely as possible.

The registration packet must be completed before the meeting begins. You can complete it through our website on your personal device or if you are at an office location, you may complete it using an LFS device. *If you are not your own guardian, please make sure that person is the one who fills out the registration packet.*

Once the packet is complete, the meeting may take up to 2 hours for a Mental Health or Substance Use Evaluation and one hour for a Medication Management Evaluation.

During your first meeting, also called an assessment or evaluation, the provider will ask you about what brings you in for services and what your goals are. They will also ask about your health and wellbeing in all areas of life so the provider can make a diagnosis and talk with you about some options for services that may help you. The provider who sees you for the first meeting may or may not be the one who sees you for follow up meetings. Once you attend a follow up meeting with the same or another provider, you are likely to continue to work with that provider if it is a good fit.

Plan Ahead for Virtual Open Access!

- Wear daytime clothes and sit in a comfortable, well-lit place where you won't be interrupted.
- **Keep your device's camera on during the whole meeting and sit so that your face and upper body can be seen by the provider.**
- Do not attend Open Access while laying down or driving. If you are laying down, falling asleep, or driving your meeting will be stopped and you will have to return another time.
- **Do not smoke, vape, or chew tobacco during the meeting.**
- For best results, we strongly recommend that you do not take drugs (except the ones prescribed to you) or drink alcohol before your appointment.

How to Attend Virtual Open Access

1. On the day and during the times of Open Access for the service you are interested in, using a computer, tablet, or other mobile device with an internet connection, go to our website:
<https://www.onelfs.org/become-a-client/> (Click on this link OR copy and paste it into your browser)

2. Complete a registration packet if you haven't done so already. Click the button that says "Fill Out Our New Client Form." This will take you to a new tab in your browser to fill out the form. When you're done, return to the page you started on (see step 1).



3. Further down on that same page, click on the purple text that says "click here."

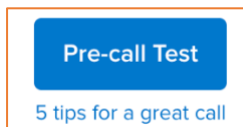
During our open access hours, you can [click here](#) to enter our virtual lobby and talk with an LFS staff member.

4. Type the first and last name of the client into the box that pops up. Our Client Engagement Team will be able to match this name with the name on the registration packet. It is not required, but you are welcome to use the preferred name you designated on the registration packet and write down your pronouns.

A white rectangular form with a blue border. At the top, it says "Welcome!". Below that, it says "Please check in below to let Intake Support know you are here". There is a text input field with the placeholder text "Enter patient first and last name". Below the input field is a blue button with the text "Check In".

5. If / when your device tells you to "give access to camera and mic," please do so.
6. When the Client Engagement Team sees you in the lobby, they will check your registration packet and start a video chat with you to make sure you are in the right place, obtain any other information, and get you set up to see a provider. They will then return you to the lobby.

7. Please stay in the lobby until a provider starts the meeting. Make sure your camera, microphone, and speakers are all on. You can check to make sure your call will work well by clicking on the "Pre-Call Test" button which you can access by scrolling down on the left side of your screen. If you're using a mobile device, turn your phone to silent and turn off your notifications as these can make it so you and the provider can no longer hear each other during the meeting.



8. At the end of the meeting, the provider will send you back to the virtual lobby. The Client Engagement Team will message you to schedule your follow up appointment based on the provider's recommendations and your needs. If you have not heard from someone within 5 minutes, please contact the Client Engagement Team to schedule by chat in the virtual lobby, by email, or by phone.

How to Attend Onsite Open Access

Onsite Open Access is available at many of our office locations. Please contact our Client Engagement team for the most up-to-date information about which LFS locations currently have Open Access available onsite.

1. Come to the office any time during Open Access hours for the service you want to start and check in at the front desk.
2. Once your registration packet is completed, notify the staff at the front desk. They will let the provider know you are there.
3. Your provider or another team member will call your name and take you to a private office for the meeting. Not all onsite meetings are in-person with the provider; you may meet with the provider virtually through a secure telehealth platform.
4. At the end of the meeting, stop at the front desk to schedule a follow up appointment if needed.