

# THE COMPASS

Finding your path to WELLNESS



## How to Access Team Wellness Center Services During the COVID-19 Pandemic

As the world deals with the ongoing Coronavirus (COVID-19) pandemic, Team Wellness Center, through their staff of dedicated healthcare heroes, remains committed to providing the essential integrated care services that are critical to the community. However, at times like this it may be difficult to know how to get services and if services are even available.

All Team Wellness Center clinics remain open with their normal schedules and business hours. Face-to-face services are still available and walk-ins are still welcome. This includes services for mental health, substance use, primary care, and dental care. The onsite pharmacies are also open at each clinic to ensure that people who need medications can access them.

The Crisis Stabilization Unit located at Team's East clinic (6309 Mack Ave. Detroit, MI 48207) continues to be fully operational and currently has beds available. People in a mental health or addiction related crisis can access the clinic 24 hours a day. Hospitals, law enforcement, first responders and other community agencies can also refer individuals to the unit.

There are also many new options for accessing services at Team Wellness Center. This includes a complete range of telehealth services available via video and telephone for anyone who needs them. Same-day telehealth appointments are available and psychiatrists, therapists, and care coordinators are standing by to help those in need.

The call center remains open 24-hours a day and is available to anyone who needs support. All services available at Team Wellness Center can be accessed through the call center.

To get the help you need, Call:

# 888-813-TEAM

24 Hours a Day, 7 Days a Week

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## New Program Offers Hope for People with Major Depression



In May of 2020 Team Wellness Center (Team) announced the start of a new program using the recently approved depression treatment SPRAVATO. The program makes Team one of the first mental health providers to offer this treatment.

SPRAVATO is a new prescription medicine that was approved by the U.S. Food and Drug Administration in 2019 for treatment-resistant depression (TRD) in adults. When taken in conjunction with oral antidepressants under medical supervision, SPRAVATO has been shown to ease depression symptoms in as little as a few hours.

“Most people suffering from severe depression show great improvement with traditionally prescribed antidepressants, but that treatment doesn’t work for everyone.” said Vanita Robinson, Nurse Practitioner at Team Wellness Center. “We are excited to offer this innovative treatment as an option for people with TRD.”

The SPRAVATO program is an outpatient program where patients receive 1-2 treatments per month over a 3-month period at the Team East clinic in Detroit. After each treatment, patients are monitored under the supervision of trained healthcare providers for 2 hours.

Hospitals, primary care doctors, psychiatrists, mental health providers and other medical professionals can refer individuals to the program. Those who are coping with major depression or have a loved one who may need help can also contact Team directly.

For more information about the SPRAVATO program at Team Wellness Center and to make an appointment or referral call 888-813-TEAM. To learn more about SPRAVATO go to <https://www.spravato.com/>.

## Primary Care & Dental Clinics in Detroit & Southgate

Many of us have had to miss important doctor and Dental visits due to orders temporarily closing clinics and stay-at-home orders.

The Primary Care & Dental Clinic in Detroit is open and ready to serve the community 5 days a week. Primary care services are also available at the Southgate clinic.

To make a doctor appointment or dental appointment Call 313-626-2400.





## In a Mental Health Crisis? Before You Call 911, Call Team



When people are in any kind of health-related crisis our first reaction is to call 911 or go to the emergency room (ER). However, when people go to an ER during a mental health or substance use crisis, they often find that they need more help than the ER can provide. Members have often stated that they waited for in the ER only to be referred back to Team Wellness Center.

In response to this, Team opened a 24-hour, 18-bed Crisis Stabilization Unit at our Team East clinic located at 6309 Mack Ave. Detroit, MI 48207. Services on the unit are provided by professionals who are trained to assist people in a mental health or substance use crisis. They can provide services, such as psychiatric assessments and clinical therapy for depression, anxiety, trauma, and other behavioral health issues. They help to stabilize the symptoms of acute mental illness and substance abuse and engage or re-engage members in treatment to address the problems that led to the crisis.

By coming to the Crisis Stabilization Unit instead of an ER, patients experience:

- A quiet, Safe outpatient setting
- Specialized care provided
- A clinical team they know and trust
- Shorter wait times
- A gentle and immediate approach
- Medication (If-Necessary)
- No disruption in their medication regimen

For immediate referral call the Crisis Stabilization Unit at 313-969-5387.

For non-crisis related services or general inquiries please call 888-813-TEAM(8326).



## Partnership Spotlight: Attorney Bruce Jackson

Bruce Jackson is an Attorney at Law that has years of experience providing legal services to people with mental illness. His practice focuses on social security disability and SSI claims for children and adults.

Attorney Jackson has worked as a Recipient Rights Advisor and understands the importance of safeguarding the rights of people receiving mental health services. His passion for serving people is proven by his willingness to make house calls and work directly with individuals in psychiatric hospitals.

Team Wellness Center is proud to partner with Attorney Bruce Jackson to serve members with social security disability and SSI related issues.

His office accepts all members who have been denied by Social Security. He is available onsite at the Team East clinic on Friday's from 9 a.m. to 12 p.m. To make an appointment with Attorney Bruce Jackson call 888-813-TEAM.

## Working Together



### Watch MI Healthy Mind TV Show



Watch Sundays At Noon  
on TV20 Detroit



Watch Sundays at 7:00 a.m.  
in Traverse City/Cadillac



Watch Sundays at 8:30 a.m.  
on FOX 47/Lansing



Watch Sundays at Noon on WOTV & WXSP in Grand Rapids





## Detroit Axel Offers Employment to Team Wellness Center Members

Many people with a history of mental illness and substance use need assistance finding and keeping a job. The Center for Integrated Housing & Employment at Team Wellness Center is responsible for not only helping members find a job, but also ensuring that have the support necessary to keep it.

When the COVID-19 outbreak reached Detroit many employers temporarily closed and stopped hiring. This made it difficult to find job opportunities for members looking for work. Despite the pandemic, auto parts manufacturer Detroit Axel needed workers and chose to partner with Team.

Since March of 2020, the company has hired and trained several Team members and plans to add more. Team Wellness Center's team of Employment Specialists work with Detroit Axel to ensure that the jobs and working conditions can accommodate individuals with mental illness. Employment specialist also support members by ensuring that have work clothes and transportation. This increases the likelihood of success on the job.

"Detroit Axel has been an amazing employment partner." said Trudy Williams, Director of Utilization Management. "They have provided space for staff to assist members with completing the new hire process and even bring in lunch for members until they get their first paycheck."

Detroit Axle is a leading global retailer and distributor of OE re-manufactured and new aftermarket auto parts. They are currently looking for new employees to work from 8 a.m. to 6 p.m. Monday thru Friday with overtime and some Saturdays available as needed. If you are interested in a career with Detroit Axel, call 313-331-3435 and ask to speak with an employment specialist.

## Looking for a Job? Team Can Help!

The Individualized Placements and Supports (IPS) Supportive Employment Program assists members with gaining employment within the community and enrolling in skilled trades training classes. The program is a Medicaid Approved Service designed to provide members with the opportunity to acquire marketable skills, complete formal trade training, and build work experience.

**Training includes Manicurist, Auto Mechanic, Electrician, Computers, Tax Preparation, Servsafe, Cottage Law Entrepreneurship and More!**

To enroll call Trudy Williams today at 313-506-0001.





Join Team Wellness Center for a Zoom Group Called:

**Perspective During a Pandemic**

**Methods for Controlling Anxiety**

COVID-19 may be causing these symptoms

**tension** *pain fret fuss* **strain** *nervousness*

*press* **Join Our Zoom Meeting** *struggle trouble*

**Monday 10:00 AM & 2:00 PM**

**Hosted by: Jenn Heinz, LPC**

Jenn Heinz is a fully licensed clinician, holding a masters degree in counseling. Her passion is in helping others find balance, empowerment and a fulfilled life, despite all of life's challenges. In the midst of this Pandemic, it is crucial that we all reach out to support one another. Jenn is looking forward to bridging that gap in our community.

**PANIC** *difficulty*

*hassle* *beat*

**Tuesday: 12:00 PM**

**Hosted by: Dr. Thomas Fish**

Dr. Tom Fish, PhD, is a therapist at Team Wellness Center in Southgate. He also mans the crisis phone 24/7. With over 25,000 therapy hours to his credit, and expertise in anxiety and panic disorder, he notes that during the COVID-19 lockdown, "the crisis phone tripled in calls for anxiety."

**Worry** *urgency*

*distress* *push* *go*

**stress** *pull*

*pressure* **anxiety**

Zoom Invite Numbers: 5814805706



### Member Story: Getting the Help I Need

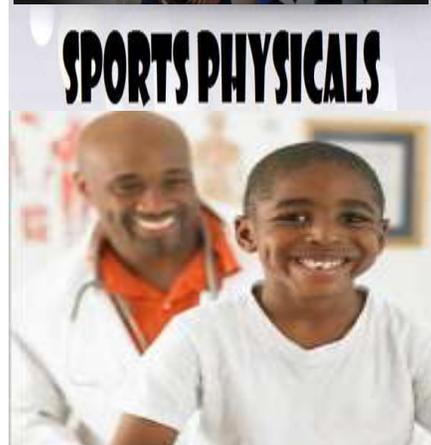
I am a long-time member of Team Wellness Center and I was a staple at the Eastern Market location for years. Everyone at the clinic knew me and looked out for me.

I was homeless and struggled with my mental and physical health for many years. In 2019, I became one of the first members of the ACT program at Team Wellness Center. I began to trust and lean on the ACT staff and would come into the Eastern Market location daily to check in with them.

The ACT team helped me to get placement in a nursing facility which I needed to manage my condition. The staff at the facility make sure that I gets the specialty care I need and help me stay consistent with my medication. I also gets to spend time every day playing pool, which I absolutely love to do.

I am so thankful for the staff at Team. I miss everyone, but I am happy and safe. I know that I am getting the help I need.

#### BACK TO SCHOOL AND SPORTS PHYSICALS (313) 331-3435



### Children's Behavioral Health at Team Wellness Center

Team Wellness Center provides comprehensive behavioral health services for families and children ages 5 to 17. If your child is struggling with unexpected or unexplained behavioral changes, Team can help!

Individual and Family Therapy  
 Psychiatric Evaluation  
 Medication Reviews  
 School Support (IEPs, Behavioral Plans, Truancy)  
 Parenting Strategies,  
 Foster Care Support



To make an appointment or for more information, call us today 888-813-TEAM(8326).



## Healthcare Technology: During and After COVID-19

The COVID-19 outbreak has made it clear that we need an immediate digital revolution to face this crisis. The virus has spread to every continent within weeks, outpacing our health system's ability to test, track, and contain people with suspected infection. To continue services, some providers have made an abrupt transition to remote videoconferencing and other digital solutions. However, the smartest agencies will be the ones prepared to return to the more risky face-to-face visits.

The push to return to face-to-face services is driven by law makers who are out of touch with the technological advances and in healthcare. This has resulted in many people sitting in emergency rooms and waiting areas while they are physically sick or in a mental health crisis. This exposes uninfected patients to COVID -19 and increases fear and anxiety for those who are seeking help. Vulnerable populations such as patients with chronic conditions face the difficult choice of risking exposure to the virus during a clinician visit or postponing needed services.

Urgent action is required to transform healthcare delivery and to scale up our systems by unleashing the power of digital technologies as an option for consumers. There has long been a debate in the US over the risk of fraud resulting from adoption of digital services. Of course, it will be important for us to understand whether these new services were used appropriately by providers and patients. At the same time, there has been an ongoing quest to adopt digital technologies to improve the quality and reduce the cost of health care services.

It is important to acknowledge that these new approaches have helped to increase clinical productivity during the COVID -19 pandemic. Such information will be critical to understanding whether telemedicine should be made permanent once the immediate crisis has resolved.

TEAM TECHNOLOGY

## Contact Us

Eastern Market  
2925 Russell St.  
Detroit, MI 48207  
313-396-5300

Team East  
6309 Mack Ave.  
Detroit, MI 48207  
313-331-3435

Team Southgate  
14799 Dix-Toledo Rd.  
Southgate, MI 48195  
734-324-8326

Primary Care & Dental  
6309 Mack Ave.  
Detroit, MI 48207  
313-626-2400

Team Wellness Center  
Tony Pollicella, CEO  
Pamela Jastrabek, President/COO  
Michael Hunter, Vice President/CIO

[www.teamwellnesscenter.com](http://www.teamwellnesscenter.com)

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