

When to Call 988, and What to Expect

When experiencing a mental health, substance use disorder, and suicide crisis, it can be difficult to know when to call 988 versus when to call 911. This flowchart can help give you a better idea of which number to call. The flowchart also shows you what happens after you call and how services are provided to help you, a loved one, or the person you are calling about.

Note: This list is not exhaustive but is intended to serve only as guidance for decision-making. 988 can direct you to community resources as well as advise on steps to take if someone is witnessing a behavioral health crisis or psychiatric emergency and is unsure what to do.

I need help with my mental health

