

# CARE CONNECTIONS PROGRAM

## BRIDGING THE GAP

### OBJECTIVE



The objective of the program is to reduce repeated use of Shore Regional Health emergency department and inpatient resources. The Care Connections program aims to increase access to community resources such as primary care and preventative health.

### ENROLLMENT CRITERIA



- Age 18 or older
- Mental health or mental health and substance use disorder diagnosis
- Lives in one of the 5 mid shore counties: Caroline, Dorchester, Kent, Queen Anne's, and Talbot
- Visited the emergency department and/or received inpatient mental health care twice within the last 12 months

### HOW TO ENROLL



**Enrollment is voluntary and services are grant-funded at no cost to the participant.**

The Shore Regional Health emergency department and inpatient psychiatric unit will enroll participants in the program before they are discharged via an online form. Participants will receive a welcome text and email from the program.

### THE ROLE OF THE CARE CONNECTIONS TEAM



A Care Connections team member will reach out to the participant, and meet them either at Shore Regional Health or once they return to the community. Conversations may take place in person, virtually, on the phone, or through the GoMo Health chat feature. The team will help each participant connect to health, social, and other community resources.

# THERE ARE TWO TYPES OF MESSAGING

**ONE-WAY MESSAGING**  
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**CARE MESSAGES AND SUPPORT ON REQUEST**

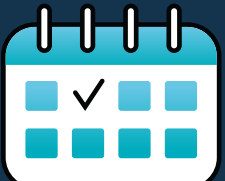
Participants can text **key words** to 30241 to get specific support messages right away.

- **HALT:** coping with feelings of hunger, anger, loneliness, tiredness
- **MOOD:** uplifting content
- **BREATHE:** relaxation tips and techniques
- **RELAX:** stigma-related support
- **SONG:** feel good lyrics and resources
- **SUPPORT:** sharing stories from those in recovery
- **HOPE:** positive look towards the future

**TWO-WAY MESSAGING**  
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**CHAT DIRECTLY WITH OUR TEAM**

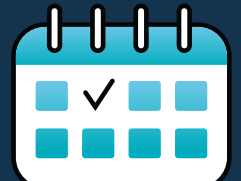
**TWO-WAY MESSAGING IS SECURE AND HIPAA COMPLIANT**

The chat feature is available **Monday through Friday from 9 a.m. to 4:30 p.m.**, except for holidays. Team members will be available during these hours to message participants directly. The team will help with appointment scheduling reminders and attendance, medication reminders, and connecting to community resources.



### SCHEDULED ONE-WAY MESSAGES

Pre-scheduled messages will be sent out each week. While some messages are sent to everyone, others are sent to people seeking support in specific areas. Participants may opt-out of the specific support messages and still receive general messages.



| Sunday                         | Monday                    | Tuesday                 | Wednesday | Thursday                | Friday                           | Saturday                |
|--------------------------------|---------------------------|-------------------------|-----------|-------------------------|----------------------------------|-------------------------|
| Substance Use Disorder<br>1 PM | Smoking Cessation<br>9 AM | General/All<br>10-11 AM | Free      | General/All<br>10-11 AM | Substance Use Disorder<br>3-4 PM | General/All<br>10-11 AM |

### CONTACT US

Phone: (410)758-4897

<https://crmhsinc.com/contact-crmhs/>



**THIS PROGRAM IS GRANT-FUNDED BY THE MARYLAND COMMUNITY HEALTH RESOURCES COMMISSION**

