

Immediate or Urgent Acuity

A person presenting with an **Immediate** Level of Acuity is provided behavioral health services within a timeframe indicated by clinical need, but no later than 2 hours from identification of need or as quickly as possible when a response within 2 hours is geographically impractical. Persons with an **Urgent** Level of Acuity are provided behavioral health services within a timeframe indicated by clinical need but no later than 24 hours from identification of need. Please see policy 3.2 – Appointment Standards and Timeliness of Services.