

Mental health care starts with a first step

SOT

Katie Koeller, behavioral health navigator at OSF HealthCare in Alton, Illinois

“We would do an intake. So we'd ask questions, making sure that they're not in a crisis situation at the time and see what their symptoms are. And then that way we can better judge what they would be suited for as far as counseling, psychiatry, substance use treatment, whatever it may be.” (:19)

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“Some people just decide maybe it's not what they need, maybe just talking with somebody like me and just getting educated and feeling like they have that opportunity or just the knowledge about the community resources is enough. Because then they were like, ‘Well I can decide later on if that's what I need.’ But for the most part, I feel like a lot of patients are appreciative and do really like the service and find it helpful.” (:25)

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“A lot of people just feel like they don't have time for it. I've heard a lot of people say that ‘I can't take off work for it.’ I feel like a lot of people don't consider it to be [a crisis]. You don't want it to get to that [crisis] point. So they kind of push it back like it's not as important as my physical health.” (:22)