

INTRODUCING

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# AMERA Sukoon

Mental Health Emergency Response and Admission

Your Lifeline in  
Mental Health Emergencies







Mental health emergencies can arise suddenly and require immediate, professional intervention. These can be acute distress, self-harm tendencies, emotional outbursts, panic attacks, violence and aggression or self-neglect (not eating or drinking).

With **MERA Sukoon (Mental Health Emergency Response and Admission)**, you now have **24x7 access** to our team of mental health experts **led by Consultant Psychiatrists**, ready to help your loved ones in distress.



**24x7 Emergency Services**



**Safe & dignified retrievals by team of trained experts**



**Led by Consultant Psychiatrists 24x7**



**Walk-in emergencies**



**Clinically & legally vetted protocol**



**Compliant with Mental Healthcare Act, 2017**



**Driven by principles of patient's best interests & least restrictive approach**



**Time bound intimations to Mental Health Regulation Board (MHRB)**



## Here's how **MERA Sukoon** can assist you during a **mental health emergency**:

1. When you call us, our customer care executive will take **certain details from you regarding the situation**. These details will help us **understand what you are looking for** and to see if it fits in with our **services provisions**, before connecting you to our Consultant Psychiatrist.
2. Our **Consultant Psychiatrist will toughly assess the crisis** and evaluate the clinical condition of your loved one in distress to **offer the best possible advice**.  
  
The **initial patient profiling** requires us to establish:
  - If the person in distress **has a mental health condition**.
  - If their current state is **quite severe**.
  - If the person is at **risk to themselves or others** around them.
  - If they are **unwilling to take help** or **may not have capacity** to make decision for themselves.
3. Once the initial patient profiling is done, we ensure the **legal criteria according to the Mental Healthcare Act 2017 is met**.
4. Accordingly, our Consultant Psychiatrist will **suggest various ways to manage the situation safely**. This may include **guiding you over the phone** or **deploying our emergency response team** to your home or the site of the emergency.
5. At the site of the emergency, our **team of experts first takes the consent of the family** and further assesses the patient's condition to **establish a plan of action**.
6. **Safety of the patient, their family and our staff is our utmost priority** while conducting emergency revivals. All the decisions will be taken keeping in mind the **patient's best interests** and in the **least restrictive manner**.



7. **In life-threatening situations** where the patient has already caused harm to themselves, our team may choose to **offer certain medication or transport the patient to the nearest hospital**. If our team believes they are unable to handle the situation, we **seek the help of the local police**. Once the patient is stabilised, we begin to focus on their underlying mental health condition.
8. In most common scenarios, **where the patient is convinced for admission**, our team of professionals shall arrange for a **safe transfer of your loved one to our hospital**. This is done confidentially and respectfully, adhering to the **principles of the Mental Health Act, 2017**.





## Frequently Asked Questions:

### 1. What are mental health emergencies? How can one identify them?

Mental health emergencies can be identified by observing the behaviour of a family member, particularly those who have been exhibiting symptoms of a mental health disorder. These can be **acute distress, self-harm tendencies, emotional outbursts, panic attacks, violence and aggression or self-neglect (not eating or drinking)**. Such severe situations cannot be managed at home and require immediate intervention by mental health experts.

### 2. What is MERA Sukoon?

Standing for Mental Health Emergency Response and Admission, with MERA Sukoon you now have **24x7 access** to our team of mental health experts **led by Consultant Psychiatrists**, ready to help your loved ones in distress.

### 3. Who can request a retrieval service during a mental health emergency and from where?

Only immediate family members of the patient can request a retrieval service during a mental health emergency. **Retrievals can be done from the patient's home or from other places**, depending on the circumstances and risks, which will be discussed with the family members before we start the process.

### 4. What happens if a patient isn't willing to be admitted during an emergency?

In an emergency, based on the risks and mental health status of the patient, our team of experts will **try to convince the patient** for a period of admission to complete the assessments and/or treatment.

If the individual is too unwell; poses a risk to self or others; and does not have the capacity to make an informed decision, then the **Nominated Representative (NR), (usually the nearest relative) can give consent** for us to proceed with admission and treatment. This is done in the **best interest** of the patient and if it is deemed as the **least restrictive option**.

The team will then manage and safely transfer the patient to the hospital and at times, may consider giving the patient **appropriate medication**.

### 5. What is Mental Health Regulation Board (MHRB)?

The Mental Health Review Board or MHRB is an **independent regulatory body** appointed by the Government of India to **safeguard the rights** of an individual with a mental health condition and monitor and ensure their treatment.

Sukoon and MERA Sukoon are bound by the guidelines under the Mental Healthcare Act (MHCA) of 2017, whose implementation is monitored by MHRB. **We send regular intimations and updates** to MHRB on all admissions under high support needs.

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Our team is committed to providing the highest standard of care and support to you and your loved ones during the most challenging times.

**Don't face a mental health crisis alone.**

**Contact MERA Sukoon  
+91 84481 56500**



We are here to **support you.**

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**[www.sukoonhealth.com](http://www.sukoonhealth.com)**