



## **IMPORTANT UPDATE: We're Making It Easier to Start Services**

### **New Open Access Intakes Beginning January 5, 2026**

Starting in January, Region II Human Services will offer Open Access for all new intakes. This means you no longer need a scheduled appointment to begin services.

#### **What Does This Mean for You?**

✓ You choose the day that works for you

During Open Access hours, it is likely your intake will be completed the same day.

✓ No more waiting for an appointment

Instead of fitting one scheduled appointment into your day, you can come when it works best for you.

✓ More flexibility when life happens

Work, school, childcare, transportation, and weather can make scheduled appointments hard to keep. Open Access gives you more control.

✓ You will be seen by a clinician the same day

Our team rotates to make sure intake clients are seen quickly and efficiently.

#### **How It Works**

1. Choose any Open Access day during our posted hours
2. Bring your insurance card (if you have insurance)
3. Check in at the front desk
4. Complete paperwork (staff can help if needed)
5. Meet with a clinician to begin services

#### **Why We're Making This Change**

We want to make it easier and faster for you to begin services. Many clients told us that traditional scheduled intakes didn't work well with busy lives. Open Access removes barriers and helps you start care sooner.

#### **Open Access Hours**

Mental Health: Monday through Thursday, 8 a.m.-11 a.m., 1 p.m. – 4 p.m. CST

Substance Use Evaluations: Mondays: 10 a.m & 2:00 p.m. CST  
Tuesdays: 10 a.m & 2:00 p.m. CST  
Wednesdays: 10:00 a.m. CST  
Thursdays: 11:00 a.m. CST

**Questions? We're here to help.**

Call any of the Heartland Clinics:

North Platte: 308-534-6029

McCook: 308-345-2770

Lexington: 308-324-6754

Ogallala: 308-284-6767

Visit our website: [r2hs.com](http://r2hs.com)

Or stop by any of the front desks for assistance.