



# Detroit Wayne Integrated Health Network

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## MEMORANDUM

**To:** Provider Network  
**From:** Daniel West-Director of Crisis Services  
**CC:** Manny Singla-Interim President and CEO, Melissa Moody-VP Clinical Operations, Grace Wolf-VP Crisis Services, Shama Faheem-Chief Medical Officer, Stacey Sharp-Clinical Officer  
**Subject:** Centralized Dispatch of Requests for Service (RFS)  
**Date:** 9/6/2024

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Effective **November 1<sup>st</sup>, 2024**, DWIHN will assume dispatching clinicians for all adult and children requests for service (RFS). DWIHN will be receiving all adult and children's requests for service from the community including all emergency departments and dispatching the screening teams from centralized dispatch at DWIHN.

Community partners will no longer be calling COPE for adult requests for service, rather will be calling DWIHN dispatch at **(313)696-0905**. All calls made to COPE after 11/1/2024 will be warm transferred to DWIHN centralized dispatch. For children's requests for service, community partners will be contacting the same centralized dispatch phone number.

Once a request for service is placed from the community, DWIHN will dispatch a clinician to complete the request for service, and all processes will proceed as are in place at this time.

COPE, New Oakland Family Centers (NOFC), and The Guidance Center (TGC) will operate as is in place currently including inputting of authorizations, ED coordination, bed searches, and Pre-Admission Review (PAR) dispositions.

Any questions, feel free to contact Daniel West [dwest1@dwihn.org](mailto:dwest1@dwihn.org), (734)419-3159.

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