


LAPEER COUNTY COMMUNITY MENTAL HEALTH**Date Issued 10/29/2008****Date Revised 02/27/12; 09/02/14; 08/25/15; 07/12/17; 12/17/20**

CHAPTER Service Delivery	CHAPTER 02	SECTION 004	SUBJECT 30
SECTION Clinical and Support Services		DESCRIPTION Emergency Services Staffing Coverage	
WRITTEN BY Roy Ramirez, M.S., Clinical Supervisor	REVISED BY Kim Knickerbocker, LMSW Triage Supervisor		AUTHORIZED BY  Lauren Emmons, ACSW CEO

APPLICATION:

<input checked="" type="checkbox"/> CMH Staff	<input type="checkbox"/> Board Members	<input type="checkbox"/> Provider Network	<input checked="" type="checkbox"/> Employment Services Providers
<input type="checkbox"/> Employment Services Provider Agencies	<input checked="" type="checkbox"/> Independent Contractors	<input checked="" type="checkbox"/> Students	<input checked="" type="checkbox"/> Interns
<input checked="" type="checkbox"/> Volunteers	<input type="checkbox"/> Persons Served		

POLICY:

Lapeer County Community Mental Health (LCCMH) will provide emergency mental health services.

STANDARDS:

- A. Triage Staff will provide emergency interventions twenty-four hours a day, seven days a week.
- B. Each request for service in an emergency will receive initial evaluation and disposition based on the level of need.

PROCEDURES:

- A. Regular Working Hours Triage Coverage: During open clinic hours, the Triage Clinical Supervisor will be responsible for ensuring persons presenting in a crisis will be seen by triage staff within 30 minutes.
 - 1. The Triage Supervisor will assign primary and secondary (back-up) Triage staff to cover each work day 8:00 am to 5 pm (Monday through Friday).

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- a. A staff member will not schedule appointments for their assigned coverage time. If an assigned staff member must attend a meeting in the building, they must inform the reception desk staff of their whereabouts and direct them to call them to the phone or to the lobby in case of a walk-in crisis. If an assigned staff member has a planned vacation or day off, it is their responsibility to meet with their supervisor to discuss coverage. The assigned staff member must notify the reception desk staff of change in coverage.
2. When a person calls or walks into the agency and indicates that they are in crisis, the receptionist will notify the Triage staff on duty. Staff will assess the situation and determine what further services are needed.
- B. Support Staff: will familiarize themselves with the coverage schedule. If clarification is required (due to staff absence, etc.), support staff should inform the Triage Clinical supervisor immediately. Information calls regarding the location of the agency, appointment times, etc., should be handled at the reception desk. Calls from persons served with open cases should be referred to the primary case holder. Any calls from hospitals should be referred immediately to the hospital liaison or the Clinical supervisor.
 - C. Triage Staff Meetings: The staff providing Triage coverage will meet on a daily basis with the Clinical supervisor. During these meetings, problems will be addressed and resolutions will be sought to assure quality care is provided. In addition, during these meetings, the Clinical supervisor will provide skills training sessions to meet staff needs.
 - D. Telephone Switching for After-Hours Emergency and Referral Services: The agency has contracted with Behavioral Health Response (BHR) to provide crisis intervention and notify LCCMH Triage staff in case of after-hours emergencies that need additional interventions. BHR receives calls any time the agency is closed.

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1. At the close of the business day, the last clerical support staff person on duty at the agency's reception desk has the responsibility of switching telephone service to enable in-coming calls to be transferred to BHR.

E. After-Hours Emergency Services: After-hours emergency services will be provided by master-level clinical staff. A schedule of workers designated for specific weeks is prepared by the Clinical supervisor. For these purposes, each week will begin on Monday at 5:00 p.m. and end the following Monday at 8:00 a.m., although the schedule may vary from time to time. In the event the agency is closed because of a holiday, Triage staff will discuss coverage for those days in the daily Triage Meeting. If an occasion arises when a staff person is not able to provide emergency service coverage for their designated week, that staff person will be responsible for contacting the Clinical supervisor to discuss coverage.

1. The Triage worker on duty will be responsible for taking the cell phone with them at 5:00 p.m. on Monday and passing it to the next emergency worker on rotation at the end of their assigned coverage time.
2. A Triage staff member may be required to complete a face-to-face assessment, evaluate or interview a person served during closed clinic hours. It is recommended that such after-hours, face-to-face emergency services be conducted at the local hospital emergency room or the county jail.

F. Compensation for after-hours work will be subject to the terms specified in the collective bargaining contract or the provider contract covering the services of the assigned staff. A reimbursement request (LCCMH Form #38a) is to be completed by the assigned Triage worker and submitted to the Triage Supervisor for signature.

KK:mgr

This policy supersedes
#10/08061 dated 10/29/2008.
