

SAN MATEO COUNTY
MENTAL HEALTH SERVICES DIVISION

DATE: August 20, 2002

MENTAL HEALTH POLICY NO.: MH 02-01

SUBJECT: Linkages between Outpatient Clinics and Psychiatric Emergency Services (PES) about Adult MH Clients Open to Region

AUTHORITY: Divisional

SUPERSEDES: Mental Health Policy 90-06

PURPOSE: To strengthen clinical information linkages between San Mateo County Health Center's PES and San Mateo County Mental Health Services about the care of clients who use PES for crisis stabilization services and are known or open to adult outpatient regional clinics or specialty teams.

PROCEDURE: For Individuals "open" to an outpatient regional clinic or specialty team:

- A. Outpatient staff who become aware that a client is in crisis will:
1. Document their observations and interventions in the client's chart.
 2. Enter or update information and recommendations in the client's urgent care plan.
- B. When a client who is open to a county regional clinic or specialty team goes to Psychiatric Emergency Services (PES) during working hours (8 AM – 5 PM, Monday-Friday excluding Holidays):
1. If the outpatient staff are aware that the client is going to PES **or** if the clinic staff are putting the client on a 5150 hold, the outpatient clinic staff will alert PES by telephone and will convey relevant information to PES about the client.
 2. If PES did not receive an alert concerning the arrival of the client, then PES staff will pull up an episode display to identify where the client is being treated. PES staff will then call the outpatient clinic/program (Attachment A) and ask to speak with the identified provider and/or the Officer of the Day.
(Note: Episode displays may not always contain the most recent information.)

3. The outpatient clinic/specialty team's goal is to provide PES with the following information ASAP (Attachment C):
 - a. The last date the client was seen in the clinic and/or missed his/her appointment.
 - b. Current medications prescribed to client.
 - c. Current issues going on with the client, such as current living situation, drug/alcohol history and current use, physical health issues.
 - d. Immediate plans/concerns around client's current situation.
 - e. Clinic staff will communicate to PES his/her opinion of PES stay versus inpatient admission and also what crisis intervention methods/tips have worked with the client in the past.
 - f. A copy of assessment and physician initial note if completed within the past year.
 4. For clients who are open to ACCESS, the Officer of the Day will pull the ICI and ACCESS Team staff will convey as much information listed in B (above) as possible.
- C. When a client who is open to county outpatient regional clinic or specialty team services goes to PES after 5 PM weekdays or on weekends/holidays:
1. PES staff will pull up the client's episode display, call the after hours number of the identified outpatient clinic or specialty team (Attachment B) and leave a voice mail message concerning the client.
 2. Every outpatient clinic/team's Officer of the Day or Unit Chief will check the after hours voice mail at 8 AM every morning, Monday-Friday.
- D. When a client is admitted from PES to an inpatient unit, all outpatient client information shared with PES should accompany the client to the inpatient unit.

Approved: _____
Gale Bataille, Director
Mental Health Services Division

Attachments

- A. Adult Regional Clinic/Specialty Team Unit Chief's Phone and Fax Numbers
- B. Adult Regional Clinic/Specialty Team After Hours Phone Numbers
- C. Adult Outpatient Clinic/Specialty Team FAX of Client Information