

Protocol: When there is not a Behavioral Health Clinician (BHC) on site:

When there is not a BHC on site, either because the position is vacant, they are part-time, or they are out for the day, please follow this protocol.

Patients who are being seen in the clinic:

- I. **If a medical provider is on site:** Behavioral health assessments and mandated reports are within the scope of medical providers. If you have a medical provider on site, they should be able to address any behavioral health crises that come up. If they need back-up, their clinical medical supervisor is their official back-up for questions.
For behavioral health specific needs (suicidality, homicide or child abuse reporting) medical providers or site supervisors may also call the behavioral health consult line for consult.
If there is a non-SBHC provider available (for example a school counselor), the medical provider can do a warm handoff, if an Authorization to Release Health Information form is signed before the warm handoff by: (1) the adult patient (18 years of age or older); (2) the parent/guardian of the minor patient, or (3) the minor patient, if seen under their own consent. Note that the medical provider would still need to do the mandatory report.
- II. **If a medical provider is NOT on site:** note that a non-licensed staff (Front Desk, MA, Health Educator) cannot provide behavioral health assessments.

In the following situations the Front Desk Staff/MA or Health Educator should contact the site supervisor BEFORE letting the patient leave the clinic. After the information is gathered the site supervisor will call the behavioral health consult line before letting the patient leave the clinic.

- Any suicidal ideation/homicidal ideation/self-harm/impulsivity that could lead to self-harm (cutting, driving under the influence or other behaviors that could result in physical or emotional harm) or experiencing current thoughts of self-harm.
- Psychotic symptoms (hearing things or seeing things, bizarre behavior, paranoia, etc.)
- Any unreported abuse/neglect by partner or family (IPV or child abuse/neglect).
- When patient is experiencing a current crisis and needs immediate support.

Patients who are brought to the clinic for urgent behavioral health needs/assessment:

- If students are brought in by school staff, school staff should be informed that we do not have a medical or behavioral health provider and will not be able to help the student. They should check with other mental health providers on campus and/or the front office.