

Standards for Determining Clinical Urgency

If a consumer contacts the call center seeking mental health, developmental delay, or substance abuse treatment services, the Access and Care Management staff must determine whether the consumer's need is emergent, urgent or routine. The following guidelines are to be used in making these determinations:

- **Emergency** – The consumer presents as an imminent danger to self or others. The consumer has a moderate or severe risk related to safety or supervision. This determination is made based upon the consumer exhibiting one or more of the following indicators:
 - ✓ The consumer has a current significant risk related to safety or supervision, as evidenced by:
 - Risk of harm without supervision, such as walking into traffic or wandering
 - Current harm without supervision
 - Impaired reality testing, such as delusions, hallucinations
 - Dangerous disruptive or bizarre behavior
 - ✓ The consumer presents current significant risk of harm to self or others, as evidenced by:
 - Verbalized or implied threats to physically harm self or others
 - Verbalized or implied plan to physically harm self or others
 - Active cutting or burning self
 - Current self harm or of harm to others
 - ✓ The consumer has severe incapacitation in one or more areas of physical, cognitive, or behavioral functioning related to mental health, developmental disability, or substance abuse problems, such as:
 - Actively psychotic with impaired self-care functions, as in unable to care for self on a daily basis regarding food, hygiene, toileting, etc.
 - Bizarre thought processes
 - Recent physical, cognitive, or behavioral incapacitation related to mh/dd/sa problems.
 - ✓ The consumer indicates any 5 of the following withdrawal symptoms or reports a history of severe withdrawal and current/recent heavy use, refer for detox:
 - Tremors, paroxysmal sweats, anxiety, agitation, tactile disturbances (itching, bugs crawling, pins, burning sensations), auditory disturbances, visual disturbances (e.g. light sensitivity, seeing things not there), headache, disorientation to date and unable to do additions
- **Urgent** – The consumer presents as no imminent danger to self or others, but may become emergent without prompt treatment. This is a level of clinical urgency in which the consumer presents with moderate risk of incapacitation in one or more areas of physical, cognitive, or behavioral functioning related to mental health, developmental disability, or substance abuse problems. This determination is

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made based upon the consumer exhibiting one or more of the following indicators:

- ✓ The consumer has mild risk related to safety or supervision, as evidenced by:
 - Reports significant distress
 - Significant depression or anxiety, but no current plan for self harm
- ✓ The consumer presents mild risk of harm to self or others, as evidenced by:
 - Superficial cutting
 - Significant distress due to mental illness symptoms, such as depression or anxiety, but no current plan for self harm
- ✓ The consumer has mild to moderate incapacitation in one or more areas of physical, cognitive, or behavioral functioning related to mental health, developmental disability, or substance abuse problems, such as:
 - Recent history of hallucinations, delusions, bizarre thoughts, but none current
- ✓ The consumer is at mild risk for substance abuse withdrawal symptoms that could escalate if not addressed within 48 hours, as evidenced by:
 - Anxiety/depression, agitation, insomnia
 - History of severe withdrawal but no recent/current substance use
- Routine – The consumer presents with a need for services that is not emergent or urgent. This is a level of clinical urgency in which the consumer presents with mild risk or incapacitation in one or more areas of physical, cognitive, or behavioral functioning related to mental health, developmental disability, or substance abuse problems. This determination is made based upon the consumer exhibiting one or more of the following indicators:
 - ✓ The consumer has mild to no risk related to safety or supervision, as evidenced by:
 - Ability to care for self on a daily basis
 - ✓ The consumer presents no risk of harm to self or others, as evidenced by:
 - Consumer denies any thoughts or plan of self/other harm
 - ✓ The consumer has mild to moderate incapacitation in one or more areas of physical, cognitive, or behavioral functioning related to mental health, developmental disability, or substance abuse problems, such as:
 - Consumer's mental health symptoms cause distress but are not incapacitating currently
 - ✓ The consumer shows no indicators of significant risk for substance abuse withdrawal symptoms as evidenced by:
 - Mild agitation, anxiety, or depression
 - Consumer reports minimal recent use or no substance use within the past several days
 - No history of significant withdrawal
 - Consumer demonstrates motivation for treatment by agreeing to attend 12 step support during interim prior to assessment
- Non-Threshold Clinical Need – The consumer presents with needs that do not meet emergent, urgent or routine criteria for referral to an assessment by a professional provider because the consumer does not request clinical assessment or treatment services.