

# BEHAVIORAL HEALTH CRISIS INTERVENTION

- 1 Obtain patient or parent permission to call Mobile Crisis
- 2 Keep the patient engaged
- 3 Do not leave the patient alone in the exam room
- 4 While in the exam room, call **Mobile Crisis** according to the county where the patient resides

Consent of patient or parent is needed for you to call Mobile Crisis.

**If consent is denied,**  
**call 911**

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## 5 Give Mobile Crisis the following information:

Patient's Name · Patient's DOB · Patient's Location

## ABOUT MOBILE CRISIS

- Led by a licensed mental health professional
- Sponsored by MCO :
- Operates seven days a week (24/7)
- With patient or parent permission, a team can be dispatched to the location of the patient to assess and triage regardless of insurance status
- The wait time for Mobile Crisis could be as short as 30 minutes or as long as 2 hours. Every attempt will be made to reach the patient as soon as possible and the Mobile Crisis unit will keep the individual engaged during this time.

# BEHAVIORAL HEALTH CRISIS INTERVENTION: *WHEN TO CALL*

## CALL MOBILE CRISIS IF PATIENT



agrees

and



expresses suicidal thoughts, is experiencing hallucinations or delusions

and



has an adult present who is willing to wait with the caller

## CALL **911** IF PATIENT



has weapons

or



is acting out aggressively towards others or environment

or



is suicidal with a plan and means

or



is homicidal