



Section	Operations	Effective:	03/21/2000
Sub-section	Administration and Management	Version:	2.0
Policy	Persons Seeking PHF Admission by Presenting at PHF's Front or Back Doors	Last Revised:	<u>DRAFT</u>
Director's Approval	_____	Date	_____
	Pamela Fisher, PsyD		
PHF Medical Director's Approval	_____	Date	_____
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Supersedes:	<u>Persons Seeking PHF Admission by Presenting at PHF's Front or Back Doors rev. 05/01/06</u>		
Approvals:	PHF Medical Practice Committee: PHF Governing Board:		

1. PURPOSE/SCOPE

1.1. To ensure all staff at the Santa Barbara Psychiatric Health Facility (hereafter, the "PHF") staff follow the proper admission procedures for admission.

2. POLICY

2.1. PHF staff shall not allow inside of the PHF any person who is presenting at the front or back door whom is and seeking admission, inside of the PHF.

1.1. PHF is a 5150 designated Psychiatric Health Facility whose license identifies and limits its treatment authority. Therefor the PHF has no capacity to perform admission evaluations for persons seeking such during daytime, nighttime, nor weekend hours. Such admissions evaluations may only be condicated by MHAT or this department's clinical staff who have been trained and designted to do such evaluations.

2.3. PROCEDURE

2.1. If a person presents at the front or back door seeking admissions, PHF staff will: The procedures to be followed will depend on the following factors:

1. Person presenting behavior
2. Is the person open to the department?
3. Availability of department out-patient staff

~~4. Time of day~~

~~5. MHAT availability~~

~~6. Sheriff Officer availability~~

~~Essentially, during 8 A.M. – 5 P.M. M-F when the person presents at the back or front locked doors seeking admissions;~~

~~Not allow the person into the PHF; and~~

~~Call South County Crisis Services at (805) 884-8650 to request an evaluation of the presenting person.~~

3.1. If a person presents at the PHF seeking admissions, PHF staff will:

1. Call South County Crisis Services at (805) 884-8650 to request an evaluation of the presenting person; or

2. If applicable, redirect them to the Crisis Stabilization Unit.

3.2. If a person presents at the front or back door seeking admissions and appears violent or agitated, PHF staff will:

1. Keep the door closed; and/or

2. Call the Sheriff at (805) 681-4100; or

3. In case of an emergency, call 9-1-1.

~~2.2.~~

~~a. The PHF staff needs to determine based on the person's presenting behavior if such a person appears violent. If so, call the Sheriff and MHAT~~

~~b. When not violent, obtain their name and name of treating psychiatrist if such is available.~~

~~2. Do computer search to determine if the person seeking admission:~~

~~i. Is open to South County Team. If so, call manager to arrange for client to be evaluated by outpatient staff as soon as possible;~~

~~ii. Is open to North County Team. If so, call the North County manager and also call the Calle Real manager so that a prompt evaluation by Calle Real or Outreach staff may occur. Such an evaluation would also arrange for hospitalization when this is appropriate. When hospitalization is not needed, appropriate transportation to North County would be negotiated by the Calle Real Manager and the North County Manager. The type of transportation as well as who does the transportation would depend on the mental health status of the client and the transportation staff's availability.~~

~~b. Is not open to the department, call MHAT for evaluation and ask client to please wait.~~

~~2.3. During after hours (5 P.M. to 8 A.M. M-F and all day Saturday, Sunday, and holidays) follow this procedure when a person is observed at the back door seeking admission.~~

~~1. Ask the person to wait. Notify the Team Leader of all contacts at the back door.~~

- a. ~~The Team Leader will make the disposition such as:
 - i. ~~Calling MHAT for a prompt field of evaluation at the back door;~~
 - ii. ~~Calling the Santa Barbara Sheriff's Office (SBSO) when such is needed based on the threatening, violent, acting out observed behavior. When the SBSO is called, the person is told.~~
 - iii. ~~Providing general information about when services such as the person's only request; and~~~~
2. ~~Writing an incident report for all such back door incidents.~~
3. ~~PHF staff follows these guidelines:
 - a. ~~Do not open the door nor restrain nor run after the person. If the person is acting out or threatening violence, Santa Barbara Sheriff's Office (SBSO) will be contacted. The staff will notify the acting out person and SBSO has been contacted. PHF staff should not open the door nor restrain nor run after the person.~~
 - b. ~~Call the manager the following regular work day to assist outpatient staff to follow-up for such persons who are open to the department.~~
 - c. ~~Contact SBSO and provide them with a physical description when the person does not wait for MHAT to arrive as instructed.~~
 - d. ~~Reassure the person that their needs will be addressed and attempt to keep the person at the back door until MHAT or SBSO arrives.
 - i. ~~For the persons who arrive at the back door with an escort, tell the escort that you are unaware of the person's psychiatric condition or risks, therefore we recommended that they wait for MHAT to arrive. Repeat this when they express intent or willingness to take the person to the emergency room for an evaluation.~~~~~~

ASSISTANCE

Clinical Director

Healthcare Program Coordinator

RELATED POLICIES

Admissions Criteria and Conditions

REVISION RECORD

DATE	VERSION	REVISION DESCRIPTION
DRAFT	2.0	<p><u>Simplified the procedures when a person presents at the PHF for admission. to state that PHF staff will not let anyone presenting inside the PHF. Added Related Policies section.</u></p>

Culturally and Linguistically Competent Policies

The Department of Behavioral Wellness is committed to the tenets of cultural competency and understands that culturally and linguistically appropriate services are respectful of and responsive to the health beliefs, practices and needs of diverse individuals. All policies and procedures are intended to reflect the integration of diversity and cultural literacy throughout the Department. To the fullest extent possible, information, services and treatments will be provided (in verbal and/or written form) in the individual’s preferred language or mode of communication (i.e. assistive devices for blind/deaf).