

THE COUNSELING SOURCE, INC. POLICY AND PROCEDURE

TITLE: Crisis Intervention/Emergency Services

PURPOSE: To ensure availability of crisis intervention/emergency services

POLICY: The Counseling Source, Inc., will provide 24 hour on-call emergency services.

PROCEDURE:

- The Counseling Source will provide 24 hour on-call emergency services
 - During Business Hours: The responsible clinician will be notified by administrative staff of any client emergencies via company smartphone.
 - During After-Hours:
 - An After-hours call sequence shall be established by the Executive Director and adjusted in periods of vacation or leave of absences.
 - An answering service shall be utilized in times outside of business hours.
 - When called, the answering service will notify the clinician that has the primary responsibility of emergency services. This clinician will decide to handle the emergency him/herself or contact the responsible clinician.
 - The clinician who fields the emergency call will notify the treating clinician of the nature and the outcome of the call.

REFERENCED STANDARDS AND REGULATIONS:

OhioMHAS Administrative Code
CARF Behavioral Health Manual

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