

# TeleMental Health Crisis Protocol

Depending on your client's state, contact the police station near your client (if you call 911, you will be connect to a dispatcher nearest your location – not your client's)

- Request for officers to escort the client to the hospital
- Be aware that officers may do their own assessment and choose not to take the client to the hospital if your assessment is not valid in that state and they conclude the client does not meet involuntary admission criteria.
- If so, and that state does not honor your assessment, continue talking with client / contact their emergency contacts / get family involved
- If client's state does honor your assessment,
  1. Contact crisis stabilization unit or emergency room nearest the client
  2. Fax appropriate paperwork to facilitate the admission
  3. Obtain and fax a ROI for yourself in order to maintain contact with client after admission
  4. Contact client's emergency contact or police to facilitate transportation. Let them know you have done the assessment and your findings

Remind client they may contact you while in the hospital or crisis stabilization, but hospital protocol may prohibit you from contacting him or her. Be sure they have your phone number and they should put you on the list of allowed calls.

## What other resources would be helpful to assist you in providing online crisis counseling?

- local or national crisis hotline resources
- 1-800-273-TALK
- Chat-based or text-based crisis hotlines
- International hotlines such as the Befrienders/Samaritan
- 911 / closest police station
- Technology Informed Consent protocols for client
- State Involuntary commitment/crisis stabilization resources
- On-the ground back-up clinicians, psychiatrists,
- Crisis contact people (family, friends nearby, etc.)
- FAQs regarding Florida's Baker Act and Telemedicine
- Involuntary commitment Criteria by State
- [National Suicide Prevention Lifeline Chat Site](http://www.suicidepreventionlifeline.org/gethelp/lifelinechat.aspx)
  - <http://www.suicidepreventionlifeline.org/gethelp/lifelinechat.aspx>
- [BeFrienders Worldwide: International Suicide Prevention Support Network](http://www.befrienders.org/)
  - <http://www.befrienders.org/>
- [I am alive Chat Crisis Site](https://www.imalive.org/)
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