

Appendix I – Urgent Service Follow-Up

Procedure for Post PHF/Hospital/CSU/ED/MHET/Jail follow up for a client not currently receiving SMHS

Front Office Staff Duties:

When a client arrives for a post-urgent service appointment, the Front Office staff will complete all standard intake paperwork with client per existing procedures.

Provider Duties:

This initial appointment is an opportunity to **engage the client and the family into treatment and to assess for current risk factors and safety concerns**. The client will need to be scheduled for a CalAIM Assessment, however other treatment services may be provided before the assessment is completed to meet the client's current needs. The service provided at a post hospitalization appointment can include: TCM, Psychosocial Rehabilitation, Individual Therapy, or Crisis Intervention, depending on the client's needs.

Documentation Workflow

