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

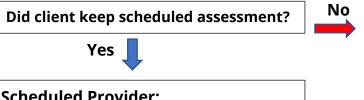


Scheduled Provider:

- Provide service
- Schedule intake assessment
- Schedule psychiatric evaluation, if needed
- Complete Service Note

Scheduled Provider:

- Call Client
- Mail letter
- Inform referral source/other providers, as appropriate



Scheduled Provider:

- Complete assessment
- Document recommendations on CalAIM Assessment
- Complete Service Note



- Call client, reschedule if possible
- Notify clinic staff



Clinic Staff

- Call client, engage in treatment
- Reschedule assessment
- Keep MD/NP appointment scheduled/schedule as needed
- Follow No Shows, Outreach, and Client Engagement Attempts/Efforts P&P