

Healthcare Protocol
Adult Chronic Mental Health

Non-life threatening conditions	Action	Comments
<p>Hears voices or sees things that no one else hears or sees. Example question: Have you experienced hearing voices (or seeing things) that others around you do not seem to hear (see)? What are the voices telling you to do?</p>	<p><i>If client is homicidal or suicidal with a plan for this action, call 911 & refer to Urgent Mental Health Protocol.</i> <i>If voices are telling client to commit homicide or suicide, refer to Urgent Mental Health Protocol</i></p> <p>Call client’s mental health provider, if has an existing relationship. If no existing provider, determine if eligible for VA benefits and call VA for services. For all others, assist client with calling outpatient clinic for services. Weekday – have client seen same day – at an outpatient clinic – phone: ____ Assure that outpatient clinic staff person understands client needs to be seen as soon as possible. Weekend/evening– call _____</p>	<p>Outpatient Clinic: ____ Weekday – have client seen same day</p> <p>Weekend or evening– have client seen next working day or call ____ (Clinic Emergency Services) if client’s condition worsens. Determine if client has VA benefits and if so, contact VA clinic for expedited treatment. ____</p>
<p>Highly anxious without suicidal or homicidal thoughts</p>	<p>Call client’s mental health provider, if has an existing relationship. If no existing provider, determine if eligible for VA benefits and call VA for services. For all others, assist client with calling outpatient clinic for services. Weekday – have client seen same day – outpatient clinic – phone: ____ Assure that outpatient clinic staff person understands client needs to be seen as soon as possible. Weekend/evening– call _____</p>	<p>If client is eligible contact: Veteran’s Administration Clinic – ____</p>
<p>Depressed without suicidal or homicidal thoughts</p>	<p>Call client’s mental health provider, if has an existing relationship. If no existing provider, determine if eligible for VA Benefits and call VA for services. For all others, assist client with calling outpatient clinic for services. Weekday – have client seen same day Assure that outpatient clinic staff person understands client needs to be seen as soon as possible. Weekend/evening– call _____</p>	<p>If client is eligible contact: Veteran’s Administration Clinic – ____</p>
<p>Mood Changes Moves from being irritable or having an overly happy outlook to a gloomy outlook without obvious reasons & without suicidal or homicidal thoughts.</p>	<p>Call client’s mental health provider, if has an existing relationship. If no existing provider, determine if eligible for VA benefits and call VA for services. For all others, assist client with calling outpatient clinic for services. Weekday – have client seen same day. Assure that outpatient clinic staff person understands that client needs to be seen as soon as possible. Weekend or evening– call ____ Clinic Emergency Services</p>	<p>If client is eligible contact: Veteran’s Administration Clinic – ____</p>
<p>Having nightmares or flashbacks as a result of being involved in a traumatic terrible event: for example warfare, gang fights, domestic violence, rape, and etc.</p>	<p>Call client’s mental health provider, if has an existing relationship. If no existing provider, determine if eligible for VA benefits and call VA if eligible. For all others, assist client with calling Outpatient Clinic for services. Weekday – have client seen same day. Assure that Outpatient Clinic staff person understands that client needs to be seen as soon as possible. Weekend or evening– call _____ Clinic Emergency Services</p>	<p>Sexual assault: Crisis Hotline & Rape Crisis Center - ask for contact with a Sexual Assault Team Member ____ Veteran’s Administration Clinic – ____</p>

Tips for Staff

Safety Tips for Staff

- Maintain distance when client is becoming or becomes aggressive.
- Always let another staff member know where you are.
- Always leave a means of escape.

Predictive Factors of Violence

- Unusual hyperactivity
- Increasing anxiety and tension
- Verbally abusive
- Changes in voice, tone, loudness
- Intense eye contact
- Intoxication or Weapon possession

De-escalation Tips

- Remain calm
- Offer to help the client
- Address the client by name
- Maintain a neutral position with hands open
- Voice should be low, firm, and calm
- Use active listening skills
- Respect the client's personal space
- Do not threaten
- Try to talk with client in a quiet, safe place
- Do not become confrontational

Outpatient Clinic – _____

Veterans Administration Clinics –call 1-866-520-7359 for an appointment.

References

- Bonin, E., Brehove, T., Kline, S., Misgen, M., Post, P., Strehlow, A., & Yungman, J. (2004). *Health Care for the Homeless Clinicians' Network*, National Health Care for the Homeless Council, Retrieved September 29, 2007, from http://www.guideline.gov/summary/summary.aspx?doc_id=5272&nbr=003599&string=HIV+AND+homeless
- Carroll, J.F. & McGinley, J. J. (2000). The Mental Health Screening Form-III (MHSF-III). Retrieved on April 1, 2009, from <http://www.asapnys.org/resources/mhscreen.pdf>
- Varcarolis, E. M., Carson, V. B., & Shoemaker, N. C. (2006). *Foundations of Psychiatric Mental Health Nursing: A Clinical Approach*. 5th ed. Saunders: St. Louis

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