

Partners In Recovery

POLICY AND
STANDARDS

Policy Name: Referral to UPC or PRC-West

Policy Number: PRG - 3000

H.M. Gilbert Jr., Partners In Recovery

Date

Cross Reference(s)

None

Policy Statement

Partners In Recovery will refer consumers to the UPC or Psychiatric Recovery Center (PRC)-West as indicated by the procedures within this policy.

Purpose

To explain the process of stabilizing consumers during a psychiatric emergency and refer them to an appropriate setting within 23 hours.

Scope

Partners In Recovery Direct Care Clinics.

Key Terms

Should the reader need to inquire as to the definition of a term used in this policy, the Partners In Recovery Key Term Glossary can be found in the back of the Policy and Procedure Manual.

Standards

- I. The Clinical Team must provide information to the UPC or PRC-West using the Site Referral to Urgent Psychiatric Care form.
 - A. The following information must be included on the Site Referral to Urgent Psychiatric Care form:
 1. Consumer and site information;
 2. Legal status;
 3. Relevant medication and medical history;
 4. Relevant referral information;
 5. Current symptoms and recommended treatment;
 6. Site discharge plan; and
 7. Provider signature.
 - B. For both voluntary and involuntary consumers, the team must provide:
 1. The last three med-flow sheets;
 2. A copy of the face sheet; and
 3. The last Behavioral Health Medical Practitioner (BHMP) progress note and case management note.
 - C. The consumer must have been seen by the site doctor on the day of the referral to the UPC or PRC-West.

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- D. The site doctor must speak to the UPC or PRC-West doctor prior to sending the consumer for all voluntary admissions.
 - E. If the consumer is on court-ordered treatment and the team is requesting a non-emergent amendment, the team will also fax the following:
 - 1. The non-emergent amendment letter to both the court advocacy department and the UPC or PRC-West, indicating this is a non-emergent amendment.
 - 2. A copy of the court order for treatment.
 - 3. A *Special Treatment Plan Referral for Involuntary Administration of Medication*, if authorizing the involuntary administration of medication.
 - F. If the consumer is on court-ordered treatment and the team is requesting an emergent amendment, the team will also fax the following:
 - 1. The emergent amendment letter to the UPC or PRC-West, indicating it is an emergent amendment needing a review by a UPC or PRC-West Provider.
 - 2. A copy of the court order for treatment.
 - 3. A *Special Treatment Plan Referral for Involuntary Administration of Medication*, if authorizing the involuntary administration of medication.
 - G. If the consumer has Medicare or private insurance, the clinical team shall refer the consumer to a private hospital per the insurance plan unless the consumer is being referred for involuntary treatment.
 - H. Consumers must be accompanied by a member of the clinical team if referred to the UPC or PRC-West during regular business hours.
 - I. When any consumer receiving SMI services appears at the UPC or PRC-West between the hours of 8:00 a.m. to 5 p.m. Monday through Friday, or have been referred to the UPC or PRC-West, by telephone, by a doctor, nurse practitioner, or mental health professional from a hospital, urgent care facility or mental health facility (regardless of whether or not the facility is contracted with Partners In Recovery, the following procedure will be followed:
 - 1. If the consumer has appeared at the UPC or PRC-West, staff will, unless contraindicated by the consumer's acuity level, contact the consumer's clinical team and BHMP.
 - a) The purpose of this contact is to provide clinical consultation regarding the consumer's request for UPC or PRC-West services.
 - b) UPC or PRC-West staff will ensure that the consumer's reason for requesting services, any previous crisis visits, suicide attempts, and information provided by friends, family members, or personnel from residential agencies, will be considered, evaluated, and recorded in the

- record before the consumer is referred back to the appropriate Partners In Recovery clinical site.
2. If the consumer has been referred to the UPC or PRC-West, by telephone, by a doctor, nurse practitioner, or mental health professional from a hospital, urgent care facility, or other mental health facility (regardless of whether or not the facility is contracted with Partners In Recovery Partners In Recovery, the UPC or PRC-West will contact the consumer's clinical team to arrange for a consultation between physicians or clinical prescribers, and the referring doctor, nurse practitioner, or mental health professional regarding how best to meet the consumer's need for crisis services.
- J. Except as set forth in Standard I.K., the UPC or PRC-West BHMP may not override the referral for services at the UPC made by the doctor, nurse practitioner, or mental health professional from a hospital, urgent care facility or other mental health facility unless a face to face assessment of the consumer has been made by the UPC or PRC-West BHMP.
- K. The procedure outlined in Standard I.J. does not apply to situations where a consumer's physical health needs such as requiring portable oxygen, intravenous medication or fluids, aggressive wound care, cardiac monitoring, etc. would make the consumer inappropriate for psychiatric care at the UPC or PRC-West to the extent allowed under the law; or to situations where the consumer's primary insurance is Medicare and the referring facility is a Medicare contracted facility which provides crisis behavioral health services; or to situations where the consumer is unwilling to consent to services at the UPC or PRC-West.

Associated Partners In Recovery Direct Care Clinics Forms & Attachments

Site Referral to Urgent Psychiatric Care form

Special Treat Plan Referral for Involuntary Administration of Medication

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