

**OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS
DEPARTMENT OF EMERGENCY MEDICINE
POLICY & PROCEDURE**

**NUMBER: 3242
VERSION: 2**

SUBJECT/TITLE: **BEHAVIORAL/MENTAL HEALTH PATIENTS: CARE MANAGEMENT
IN THE DEM**

POLICY: Considerate care for patients experiencing behavioral or mental health concerns.

PURPOSE: To provide guidelines for managing the care of patients experiencing behavioral or mental health concerns, including concerns caused by substance abuse.

DEPARTMENTS: **DEPARTMENT OF EMERGENCY MEDICINE (DEM)**

DEFINITIONS: A patient with behavioral or mental health concerns.

PROCEDURE: To assure proper evaluation, treatment and referral for all persons who present to the Emergency Department with behavioral or mental health concerns; which include but are not limited to, the emotionally disturbed, intoxicated, suicidal and substance abusers.

1. All patients will receive suicide risk assessment.
2. The emotionally disturbed patient should be removed from the waiting room as soon as possible as his/her behavior may be disturbing to other patients waiting and the patient's anxieties may be intensified.
3. A history of all mental, emotional, behavioral, and subsequent problems will be obtained and documented.
4. The patient will be examined by the Department of Emergency Medicine physician to rule out and/or treat any existing medical problems.
5. Psychiatric consultation will be requested for evaluation of the patient as ordered by Department of Emergency Medicine physician.
6. A family member/friend will be allowed to stay with the patient whenever possible, but at the discretion of the physician/charge nurse.
7. Following evaluation by the Department of Emergency Medicine physician on duty, if patient medically cleared, the Psychiatric Consultant may determine a need for admission to the Psychiatry service.

SUBJECT/TITLE: BEHAVIORAL/MENTAL HEALTH PATIENTS: CARE MANAGEMENT IN THE DEM

Policy Number: 3242

Page Number: 2

8. Admission arrangements will be completed in the Psychiatric Emergency Department if transferred to that service.
9. If a patient requires a sitter, refer to nursing policy of Close and Constant Observation.

KEY POINTS

1. The mental/behavioral need of the following patients will be determined by the physician during the evaluation process:
 - a. Substance abuse
 - b. Intoxicated patient
 - c. Suicidal
 - d. Emotionally disturbed
2. The patient will have the right to considerate, respectful care at all times and under all circumstances. (Please see: Patient Rights and Responsibilities, PPM).
 - a. The DEM is to maintain strict confidentiality
3. The following considerations are emphasized:
 - a. All patients who are suspected of drug abuse or confirmed drug abusers are protected by a federal law and are not to be reported to a law enforcement agency. (Exception is if a death occurs as a result of drug abuse; coroner's office and respective law enforcement agencies will be notified.
 - b. Intoxicated patients are evaluated and treated, and an appropriate disposition will be made by the physician. If it is determined by the medical physician that admission is necessary the patient must consent to such treatment.
 - c. In the event that an intoxicated person, or patient experiencing mental or behavioral health concerns, who is felt to be a danger to themselves and/or others refuses care and leaves the area by their own means or in their own care, the Sheriff's office should be notified immediately. (Please refer to Restraint Policy).
 - d. Sherriff's Office is to be notified of all suicide attempts. Every effort will be made to initiate a timely psychiatry consultation. If medically cleared, the patient must be evaluated by Psychiatry prior to discharge.

SUBJECT/TITLE: BEHAVIORAL/MENTAL HEALTH PATIENTS: CARE MANAGEMENT IN THE DEM

Policy Number: 3242

Page Number: 3

4. Wherever possible, upon discharge from OV-UCLA Medical Center, all patients experiencing behavioral or mental health concerns will be given appropriate referrals to outside agencies, which address their problem/needs.

References:	
Approved by: Aurea Jamora (Clinical Nurse Director II), Dellone Pascascio (Chief Nursing Officer), Georgia Foot'e-Sam (Clinical Nurse Director II), Gregory Moran (Chief Physician), Joselin Escobar Duran (Assistant Hospital Administrator II)	Date: 11/09/2016
Review Date: 12/95, 12/98, 2/01, 2/11, 11/09/2016	Revision Date: 12/20/07
Next Review Date: 11/09/2019	
Distribution: Emergency Medicine	
Original Date: 06/01/1983, 11/09/2016	