**HAMILTON CENTER, INC.**

**CRISIS PROCEDURE MANUAL**

Section: Procedure No.:

Date Originated:

Procedure: **CRISIS TRANSPORTATION** Last R/R Date:

QLF Approval Date:

Posted:

PURPOSE

To establish Hamilton Center, Inc (HCI) internal process for transporting consumers who have been treated for crisis services.

PROCEDURE

To ensure a consistent and safe facilitation of transportation for consumers served in our Crisis Diversion Center, Crisis Receiving Stabilization Services Center, or during a Mobile Crisis Response Team service in the community.

PROCEDURE COMPONENTS

1. Crisis Diversion Center Transportation
   1. Consumers in need of crisis services may transport themselves to the Hamilton Center Inc. Crisis Diversion Center.
   2. Consumers in need of crisis services may be transported to the Hamilton Center Inc. Crisis Diversion Center by a friend, family member, or community partner.
   3. Consumers in need of crisis services may be transported to the Hamilton Center Inc. Crisis Diversion Center via law enforcement or emergency medical service provider via ambulance.
   4. Consumers in need of crisis services may be transported to the Hamilton Center Inc. Crisis Diversion Center in the Mobile Crisis Response Team vehicle.
   5. Consumers needing transportation from the Crisis Diversion Center to a higher level of care may be transported with the assistance of staff or family members only when safety is confirmed by the on call physician. If there is concern for patient, staff or family member safety, Emergency Medical Services or Law Enforcement will be contacted for ambulance transport.
   6. Consumers needing transportation from the Crisis Diversion Center who do not meet criteria for continued crisis care may transport themselves home. If they need assistance with transportation, a Hamilton Center staff member will coordinate transport through a staff member or public transportation ( bus, cab, driver).
2. Crisis Receiving Stabilization Services Center Transportation
   1. Consumers in need of crisis stabilization services may transport themselves to the Hamilton Center Inc. Crisis Diversion Center, the Crisis Diversion Center would then walk the person to the Crisis Receiving Stabilization Service Center.
   2. Consumers in need of crisis stabilization services may be transported to the Hamilton Center Inc. Crisis Diversion Center by a friend, family member, or community partner.
   3. Consumers in need of crisis stabilization services may be transported to the Hamilton Center Inc. Crisis Receiving Stabilization Service Center via law enforcement or emergency medical service provider via ambulance.
   4. Consumers in need of crisis receiving stabilization services may be transported to the Crisis Receiving Stabilization Service Center in the Mobile Crisis Response Team vehicle.
   5. Consumers needing transportation from the Crisis Receiving Stabilization Service Center to a higher level of care may be transported with the assistance of staff or family members only when safety is confirmed by the on call physician. If there is concern for patient, staff or family member safety, Emergency Medical Services or Law Enforcement will be contacted for ambulance transport.
   6. Consumers needing transportation from the Crisis Receiving Stabilization Service Center who do not meet criteria for continued crisis care may transport themselves home. If they need assistance with transportation, a Hamilton Center staff member will coordinate transport through a staff member or public transportation ( bus, cab, driver).
3. Mobile Crisis Response Team Transportation
   1. If a consumer who is being served by the Mobile Crisis response Team needs transportation to the Crisis Diversion Center, Crisis Receiving Stabilization Services Center, or an alternate level of care, the mobile crisis unit may transport. This will occur only when safety is confirmed by the on call physician. If there is concern for patient, staff or family member safety, Emergency Medical Services or Law Enforcement will be contacted for ambulance transport.