1. Program/Service Title: Access Services
   1. Mission: To be responsive to the treatment needs of the clients who present for services.
   2. Service Description: Access Center is a 24-hour 365 days a year crisis service provided by Hamilton Center. Clients may access services via walk-ins, telephone, or through hospital emergency rooms. Treatment focuses on identification of the client needs and triaging them to the level of care they require.
   3. Service Philosophy: The philosophy supporting Access Services is to provide an entry point for clients seeking Hamilton Center Services with emphasis on identification of client psychiatric needs and referring as needed.
   4. Admission/Continuing Care/Discharge Criteria:

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| --- | --- | --- |
| Admission Criteria | Continuing Care | Discharge |
| Admission into services is determined by the client’s need. Once the client is evaluated, the client can be referred to our out patient services or in patient services. | Deferred to the referring source. | Deferred to the referring source. |

* 1. Assessments, Treatment Planning and Review: Assessments are completed by Crisis Specialists and staffed with the psychiatrist on call for the disposition. The assessment identifies the following:

1. Basic patient demographics
2. Presenting problem
3. Previous psychiatric treatment and history
4. Current suicidal ideation, history of suicidal ideation
5. Medical history
6. Allergies, height, weight
7. Current medications
8. Chemical dependency
9. Legal history
10. Summary of assessment
11. Diagnoses
    1. Axis I
    2. Axis II
    3. Axis III
    4. Axis IV
    5. Axis V
12. Disposition
13. Miscellaneous: confidentiality, scope of services, client rights and clinicians’ credentials discussed
    1. Special Activities/Services and Interventions:
14. Psychiatric assessment face to face and/or through Telemedicine
15. Medication Management
    1. Treatment Modalities/Interventions: Treatment is provided through the following modalities:
16. Crisis intervention, 24/7 hotline
17. Case management
18. Hospital consultations (Face to face and/or through Telemedicine)
    1. Staffing: Access Services is staffed 24 hours a day, 7 days a week. Staffing consists of the following:

Ex. Director of 24 Hour Services

1. Crisis Specialist: R.N. or Masters level
2. Access Specialists: B.S. or B.A. level
3. Ex. Dir. of 24 Hour Services