

Healthcare Protocol
Adult Urgent Mental Health

Life threatening condition	Action	General Comments
<p>Homicidal Thoughts How often in the last week have you experienced homicidal thoughts? If you've had these thoughts, tell me more about your thoughts (interviewer should listen to determine if the client has a plan for carrying out homicide).</p> <p>With a Plan Does the client indicate a plan or has he or she taken actions such as: purchasing a weapon or practicing using a knife? If so, call 911.</p> <p>Without a Plan Does the client indicate he or she has homicidal thoughts, but has not thought about a plan?</p>	<p>Call 911 for transport to Emergency Department evaluation. Attempt to inform person being threatened.</p> <p>Weekday – have client seen same day@ Bridgeway - 833-7500 Weekend or evening–Phone 833-9200 for Bridgeway Emergency Services</p>	<p>Safety Tips for Staff</p> <ul style="list-style-type: none"> • Maintain distance when client is becoming or becomes aggressive. • Always let another staff member know where you are. • Always leave a means of escape. <p>Predictive Factors of Violence</p> <ul style="list-style-type: none"> • Unusual hyperactivity • Increasing anxiety and tension • Verbally abusive • Changes in voice, tone, loudness • Intense eye contact • Intoxication • Weapon possession
<p>Suicidal Thoughts How often in the last week have you experienced suicidal thoughts? If you have experienced these thoughts, tell me more about your thoughts (interviewer should listen to determine if the client has a plan for carrying out suicide).</p> <p>With a Plan Does the client indicate a plan or has he or she taken actions such as: purchasing a weapon or practicing using a knife? If so, call 911.</p> <p>Without a Plan Does the client indicate he or she has suicidal thoughts, but has not thought about a plan?</p>	<p>Call 911 for transport to Emergency Department evaluation</p> <p>Weekday – have client seen same day@ Bridgeway - 833-7500 Weekend or evening–Phone 833-9200 for Bridgeway Emergency Services</p>	<p>De-escalation Tips</p> <ul style="list-style-type: none"> • 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

References

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