



BH Warmline/Warm Handoff Process

Objective: Procedure to link CMC patients with internal BH services when experiencing a BH crisis or positive score on behavioral health screenings.

Linkage to BH Warmline/Warm Handoff services can be completed through an in-person or telehealth process depending on the patient's setting during time of appointment.

Warm Handoff:

- Patient completes Depression Screening and scores above 15 or positive score on number 9.
- Patient scores 10 or above in Depression Screening and is in need to meet with BH services.
- Patient scores positive on the Depression Screening for the 'Self-harm/Suicide' question.
- Patient request to speak with BH services due to reports of possible crisis.

1. Care Team Triage Criteria:

- If patient presents in-center or telehealth with mental health crisis, PHQ9 score of 15 and above or positive on suicide question number 9 proceed to section **2(1)** first; then proceed to other options **(2, 3, 4, 5)** if BH clinician is not available.
- If patient presents in-center or telehealth with PHQ9 score of 10 and above or positive on suicide question number 9 proceed to section **2(1)** first; then proceed to other options **(2, 3, 4, 5)** if BH clinician is not available
- If patient presents in-center or telehealth with PHQ9 positive on suicide question number 9 proceed to section **2(1)** first; then proceed to other options **(2, 3, 4, 5)** if BH clinician is not available.





2. Care Team contacts a BH support using the following steps, in the order listed:

- 1. Contact the clinician assigned to your center, even if they are remote as the first option. As best practice it is imperative that the BH provider makes every effort to respond to the center's request for assistance via in-person or via-phone. This means the Behavioral Health clinician may need to inform their current appointment of a behavioral health crisis and the need for a brief triage. After assessing the warm handoff/crisis Behavioral Health clinician will make a clinical decision regarding the need to leave their scheduled appointment or transfer warm hand off/crisis to the warmline. The Center Clinician will communicate with the care team if the scheduled patient is in crisis or scheduled patient is experiencing any symptoms of psychosis and will direct the care team to call warmline.**
- 2. The second option is to use Warmline/Warm Hand Off phone number that will be managed by an assigned Case Manager who triages the call and transfer the warm handoff to the BH Clinician of the Day (contact number) (209-XXX-XXXX)**
- 3. The third option, if the first two options are not available, contact Alfonso Apu or Michelle Coble. Call will be triage and connected to an available clinician or to Mobile Community Response Program**
- 4. Please continue to make every attempt to contact one of these options until you can speak with one of the clinicians.**
- 5. For after-hours positive PHQ9s or BH crisis. Please contact Michelle Coble or Alfonso Apu. Call will be triage and connected to an available clinician or to Mobile Community Response Program**



(Do not provide BH provider personal phone numbers to patients)

Internal Warm Hand off number: 209-XXX-XXXX





CMC Behavioral Health Warm Line Flowchart

