

GREATER COLUMBIA BEHAVIORAL HEALTH

Policies and Procedures

Category: Clinical
Approved On: 11/7/05
Approved By: The Board of Directors
Revised: 00/00/00
Effective Date: 15 days from the approval date/ the last revision

No.: CL328.00

Title: Care Coordination with Primary Care and Emergency Rooms

I. Scope:

This standard applies to the GCBH Regional Office and its Provider network. All mental health services (reported and/or reimbursed) shall be delivered in accordance with this policy.

II. Purpose:

To provide clear standards for the coordination of GCBH provided mental health care and services provided by primary care (medical) providers and hospital emergency rooms.

III. Process/Procedures:

- A. Unless specifically prohibited by consumer choice, statute or regulation (e.g., HIPAA) the CMHA primarily responsible for a consumer's treatment will:
1. Notify a consumer's primary care provider of its involvement in the treatment of the consumer.
 2. Provide a current copy of the consumer's treatment plan including any updates to his/her primary care provider.
 3. Coordinate medication regimes with the primary care provider as appropriate per standard medical practice.
 4. Educate consumers regarding the importance of discussing their mental health treatment with their primary care provider.
 5. Respond to requests for information from a consumer's primary care provider.

6. Attempt to obtain information about medical conditions co-occurring with mental health problems (subject to consumer permission).
 7. Attempt to obtain information about non-mental health medications prescribed by the primary care provider (subject to consumer permission).
- B. Unless specifically prohibited by consumer choice, statute or regulation (e.g., HIPAA) the CMHA primarily responsible for a consumer's treatment will:
1. Respond to requests for information from a hospital emergency room treating a consumer.
 2. Unless specifically not contracted to provide this service, receive referrals from hospital emergency rooms.
- C. CMHA's contracted to provide crisis and/or ITA services will:
1. Maintain regular contact with hospital emergency rooms to address coordination of care issues.
 2. Respond to emergency room requests for crisis intervention or ITA evaluation
- D. GCBH will (through its Quality Review Teams) routinely survey hospital emergency rooms to ascertain the effectiveness of coordination efforts. Problems identified will be referred to the Quality Management Oversight Committee for resolution.
- E. GCBH will assess compliance with this standard as a part of its routine monitoring of contracted providers.

IV. Expected Outcomes:

To insure effective coordination of mental health services with those provided by medical primary care providers and hospital emergency rooms.

V. Scheduled Review of this Policy:

The review of the GCBH policies and procedures manual is on a two year cycle. The GCBH policy review and revision approval process is a three month process. This policy is scheduled to be reviewed every second year:

- A. by GCBH staff by September of even years,
- B. by the Regional Advisory Board (RAB) by October of even years,
- C. by the GCBH Board of Directors by November of even years, and
- D. outside of the schedule if required.