



## Crisis Management Process (In Hours)

Process	Standard Tasks	Who
Crisis contact received <i>(Phone call / walk in)</i>	Complete referral/triage form as per routine process Evaluate urgency and current risk Evaluate need for MHA processes <i>Existing clients of the service</i> <i>Check current status</i> - identify Case Manager - review existing 'crisis management plan'	Triage person
Action crisis management requirement	Unknown client – refer TACT team Existing clients to be assessed / managed by current treatment team MHA activity takes precedence over all routine clinical work	TACT Case Manager or Team DAO
Undertake assessment as per routine assessment process	Assess and complete <ul style="list-style-type: none"> <li>- Clinical notes</li> <li>- Comprehensive assessment (includes risk assessment)</li> <li>- Treatment plan (includes risk management)</li> <li>- Consent to treatment (new clients)</li> <li>- HoNOS (new clients)</li> <li>- MHA papers (if applicable)</li> <li>- Registration form (if applicable)</li> </ul>	Case Manager TACT or Team DAO

<b>Revision History</b>	<b>Version:</b>	1
	<b>Developed By:</b>	Quality Co-Ordinator
	<b>Authorised By:</b>	MHS Clinical Governance
	<b>Date Authorised:</b>	November 2009
	<b>Date Last Reviewed:</b>	November 2009
	<b>Date Of Next Review:</b>	November 2011