

5122-29-08

Behavioral health hotline service.

(A) Behavioral health hotline service means ~~an agency's~~ a provider's twenty-four hour per day, seven days per week capability to respond to telephone calls, often anonymous, made to ~~an agency~~ a provider for crisis assistance. The person may or may not ~~be a client~~ become a client of the ~~agency~~ provider.

(B) Behavioral health hotline service shall:

(1) ~~Be available~~ Staff the program so that calls are answered twenty-four hours per day, seven days per week;

(2) ~~Make~~ Provide referrals to crisis intervention ~~mental health~~ service(s) ~~available by referral to another service or agency;~~

(3) Include, but not be limited to, the following:

(a) ~~Short term~~ Provide support, intervention, and crisis management ~~provided~~ by telephone to persons in crisis;

(b) ~~Suicide~~ Engage in suicide prevention intervention, including inquiring if the individual has a crisis safety plan and using this information in the intervention;

(c) ~~Appropriate~~ Provide appropriate linkages to all needed services and other community resources, including peer recovery support as applicable;

(d) ~~Information and~~ Provide information regarding crisis services, including the local crisis center phone number, additional referral to support services as indicated; and,

(e) ~~A clearly identified linkage to make available~~ Provide information and referral to immediate psychiatric and medical services when ~~necessary~~ indicated, such as the crisis center or a hospital emergency room.

(4) Ensure that all staff and volunteers receive training in crisis intervention techniques, safety planning, management of risk, and available resources and supports in the county or region where the provider is located;

(5) Be provided by staff qualified according to paragraph (D) of this rule; and,

- (6) Document the call in the ~~"ICR"~~client medical record if it is known that the person calling is a person served by the ~~agency~~provider.
- (C) The ~~agency~~ provider service plan for behavioral health hotline services shall include, but not be limited to the requirements that the service:
- (1) Function as part of an integrated, comprehensive system of health, ~~mental~~ behavioral health, and other human service providers;
 - (2) Ensure the ability to use and work with ~~case management systems~~coordination and support treatment staff, other involved health care providers, and ~~pre-hospitalization screening~~ crisis intervention services on a priority basis;
 - (3) Coordinate with the community's emergency service systems, such as hospital, crisis centers, fire, police, ambulance services, etc.;
 - (4) Maintain a current listing of available residential or housing placements that can be accessed quickly when emergency housing is needed in conjunction with a crisis intervention mental health service; and
 - (5) Is provided as part of the ~~community mental health~~alcohol, drug addiction, and mental health services board's emergency crisis plan for the service district.
- (D) Behavioral health hotline service shall be provided and supervised by staff who are qualified according to rule 5122-29-30 of the Administrative Code.