

Triage Scale Community Mental Health Southern Health-Santé Sud

Code / description	Typical presentations to Mental Health Clinician	Actions and Responses	Treatment and Outcome Guidelines
5 ***** Emergent	<ul style="list-style-type: none"> Client situations requiring immediate intervention due to imminent danger of life threatening circumstances Suicide attempt/serious self-harm in progress. Acute Suicidal ideation with clear plan and means and/or history of same with no ability to assess (ie: hung up, client left). Violence/threats of violence and/or possession of weapon Acute mental health disturbance that requires RCMP/Ambulance/intervention in Emergency 	<ul style="list-style-type: none"> Call 911 	<ul style="list-style-type: none"> Call 911
4 **** Urgent	<ul style="list-style-type: none"> Acute suicidal ideation or risk of harm to others with clear plan and means and/or history of self-harm or aggression Very high risk behaviour associated with perceptual/thought disturbance, delirium, dementia, or impaired impulse control. Urgent assessment under the Mental Health Act 	<ul style="list-style-type: none"> Call Crisis Services Call 911 if required Refer to Emergency Department if required 	<ul style="list-style-type: none"> Call Crisis Services Call 911 if required Refer to Emergency Department if required
3 *** High	<ul style="list-style-type: none"> High risk to harm identified with potential for history of harm AND high functional limitations and lack of community/social supports, and/or; Rapidly increasing symptoms of psychosis and/or severe mood disorder, and/or; High risk behaviour associated with perceptual/thought disturbance, delirium, dementia, or impaired impulse control, and/or; Discharge from acute hospital requiring time sensitive follow-up by CMHP (note that previous history may impact acuity rating) 	<ul style="list-style-type: none"> Call Mobile Crisis Team if required Place on Registry as a 3star and assigned to a CMHW within 48hrs Notify Admin/Manager of client requiring high priority Provide contact information for resources and Crisis lines 	<ul style="list-style-type: none"> Psychosocial assessment is prioritized with recommendations for the assessed condition; Expedited access to psychiatric consultation as required;

2 ** Moderate	<ul style="list-style-type: none"> • Moderate to high risk of harm to self or others with no immediate plan of harm, and/or; • Significant client/family distress associated with serious mental illness (including mood/anxiety disorder/early symptoms of psychosis), and/or; • Moderate to high functional limitations and low community/ social supports, and/or; • Moderate to high risk for decompensation/deterioration 	<ul style="list-style-type: none"> • Provide contact information for resources and Crisis lines • Place on Registry Waitlist and offered classes/groups 	<ul style="list-style-type: none"> • Interventions offered as appropriate
1 * Basic	<ul style="list-style-type: none"> • Low to moderate risk identified at initial contact • Symptoms of functionally impairing mental health issues e.g. depression, anxiety. 	<ul style="list-style-type: none"> • Provide contact information for resources and Crisis lines • Place on Registry Waitlist and offered classes/groups 	<ul style="list-style-type: none"> • Interventions offered as appropriate

Adapted from: Campus Mental Health – Georgian *Stepped Care Model Mental Health Triage Scale*