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| Team Name: Mental Health Team Lead: Regional Director Mental Health & Spiritual Health Care Approved by: Executive Director- West | Reference Number: CLI.5610.PL.002 Program Area: Mental Health Policy Section: General |
| Issue Date: March 21, 2018 Review Date: Revision Date: | Subject: Triage for Referrals to the Community Mental Health Program |

POLICY SUBJECT:

Triage for referrals to the Community Mental Health Program.

PURPOSE:

This policy sets out the process for screening referrals using a triage scale. The Community Mental Health Program will triage each referral at initial contact to ensure appropriate, consistent and timely access to services.

BOARD POLICY REFERENCE:

Executive Limitation 1: Global Executive Restraint and Risk
 Executive Limitation 2: Treatment of Clients

POLICY:

All program staff who screen and triage referrals will use the mental health triage scale, CLI.5610.PL.002.SD.01, to determine acuity and prioritization for services. Mental health staff requesting psychiatric consultation will follow CLI.5610.PL.002.SD.02 to determine acuity and prioritization for those services.

DEFINITIONS:

Triage – Mental Health triage is a clinical process conducted by a mental health clinician and documented within the health record.

PROCEDURE:

- All referrals will be reviewed and triaged for urgency and forwarded to the appropriate program.
- Referrals triaged as emergent or life threatening will be directed to crisis/emergency services.
- Documentation of contact and triage level (High, Moderate, Basic) will be recorded in the health record.
- Psychiatric consultation requests will be triaged using CLI.5610.PL.002.SD.02 triage guide.

SUPPORTING DOCUMENTS:

[CLI.5610.PL.002.SD.01](#) Triage Scale – Community Mental Health
 CLI.5610.PL.002.SD.02 Triage Scale – Psychiatric Consultation

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