

DEPARTMENT OF MENTAL HEALTH
MENTAL ILLNESS COMMUNITY PROGRAMS
ADMINISTRATIVE CODE

CHAPTER 580-2-9
PROGRAM OPERATION

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~~580-2-9-.12~~ Emergency Services.

~~(1) The program description is approved by the board as specified in 580-2-9-.08(10)(b) and is consistent with the provisions of this section. The program description must include all of the following components:~~

~~(a) A description of the nature and scope of the program that includes at a minimum the provision of services as specified below and as indicated by individual consumer need.~~

~~(b) A description of the service area for the program.~~

~~(2) There is a 24 hour per day 7 day per week capability to respond to an emergency need for mental health services for enrolled consumers. Such capability shall include:~~

~~(a) Telephone response by a credentialed staff member (a direct service provider with at least a BA or RN) or~~

~~(b) Face to face response by a credentialed staff member (a direct service provider with at least a BA or RN).~~

~~(c) Adequate provision for handling special and difficult cases, e.g. violent/suicidal, deaf, or limited English proficient.~~

~~(3) When an answering service is used, instructions must be provided in the proper handling of emergency calls.~~

~~(4) Staff involved in face-to-face emergency services shall be trained in crisis intervention techniques.~~

~~(5) A master's level clinical staff member with at least 2 years of post-master's clinical experience shall be available as a backup to those persons providing emergency telephone service.~~

~~(6) There shall be a log of all after hours incoming calls, including time, nature of problem, telephone number of caller (if possible), and the disposition of the case.~~

~~(7) There is documentation of each face-to-face contact including disposition after the initial emergency interview.~~

~~(8) All emergency contacts should document any referral to any other agency or non-agency services.~~

~~(9) There is documentation of follow-up on disposition recommendations in all high-risk crisis situations, including at a minimum, those situations involving consumers as specified in 580-2-9-.08(4)(a)-(c).~~

Author: Division of Mental Illness, DMH

Statutory Authority: Code of Ala. 1975, §22-50-11.

History: New Rule: March 5, 2010; effective July 19, 2010.

Repealed: Filed February 17, 2023.