

Psychiatric / Behavioral – CMC-Randolph Supplement

Introduction

- * This protocol is a supplement to the Psychiatric / Behavioral protocol
 - * This protocol is a supplement to the Community Policing Crisis Response Team protocol
 - * This protocol is intended to identify patients that are appropriate for transport directly to the Behavioral Health Center (CMC-Randolph) Emergency Department
 - * Patients must meet all inclusion criteria with no exclusion criteria as outlined below
- AND**
- * Patient requests transport to either Atrium Health's CMC, AH-Mercy, or AH-South Park
- OR**
- * For patients without a preference and Atrium Health's CMC, AH-Mercy, or AH-South Park emergency department is the closest facility per mobile mapping data
 - * For patients requesting any other Atrium Health facility (other than the three listed above) transport should be to that requested AH facility (AH-UC, AH-P, AH-SC, AH, H)
 - * For patients without a preference and any Atrium Health facility (any other than the three listed above) or any Novant Health facility is the closest facility per mobile mapping, the patient should be transported to that closest facility

Inclusion Criteria

- * Isolated psychiatric / behavioral health complaint
 - Suicidal or homicidal ideation without current attempt
 - Abrasions from "cutting" not requiring any significant care are permitted
 - Known psychiatric disorder with exacerbation of symptoms
 - Known psychiatric disorder with auditory/visual hallucinations
 - Known psychiatric disorder with depression/mania symptoms
 - Psychiatric disorder with complaint of out of medications
- * Age > 12 < 65-years
- * GCS = 15
- * Temperature < 100.4° F
- * HR = 60 – 120
- * SBP = 100 – 180
- * RR = 12 – 24
- * SpO₂ = 94 – 100%
- * Negative EIDS field screen

Exclusion Criteria

- * Non-psychiatric complaints
 - e.g. chest pain, abdominal pain, shortness of breath, any new onset pain
- * External signs of trauma or history of trauma reported by the patient, police or bystanders
 - Includes, but not limited to: evidence of recent self-injury or strangulation
 - Lacerations from “cutting” requiring repair are excluded
- * Evidence of ingestion, intoxication, or exposure or history of ingestion, intoxication or exposure reported
 - Includes, but not limited to: ingestion of medication beyond what is instructed/prescribed
 - Includes, but not limited to: exposures to carbon monoxide or other toxic substances
- * Any medication administration by EMS
- * Acute agitation or requirement for physical or chemical restraints
- * Positive EIDS field screen
- * COVID-19 testing performed with unknown result
 - If tested at an Atrium Health testing site; contact medical control at CMC to see if results are available

Basic Medical Care

1. Ensure scene safety
2. [Medical Initial Assessment Protocol](#) or [Pediatric Initial Assessment Protocol](#)
3. Remove patient from stressful environment & attempt to calm by reassurance
4. Treat per standard psychiatric – behavioral health protocol
5. Assess vital signs
6. Assess blood glucose level
7. When transporting directly to CMC-Randolph report should be called via CMED patch to:
 - A. Primary contact: CMC-Randolph charge nurse @ 704-444-5975
 - B. Secondary contact: CMC-Randolph ED desk @ 704-358-2800
8. Completed PCRs will be faxed to HIPAA secure fax @ 704-444-2515

Additional Considerations

- * Appropriate patients should be referred to the Community Policing Crisis Response Team thereby potentially eliminating any need for transport
- * Discussion should occur with CMPD on scene for possible transport by CMPD to CMC-Randolph
- * Upon arrival to CMC-Randolph...
 - o Follow signs clearly marking the Emergency entrance
 - Parking area and entry door that to utilize are to the far left of the building
 - o Parking area for use is marked as "Law Enforcement Parking"
 - Units will either back into the area or pull directly in to space
 - o Door for entry to the building will be directly to the right
 - o Providers will assist the patient in exiting the unit and walk them inside
 - Wheelchairs are available if necessary
 - o The door is secured and locked and crews will need to ring the bell, with having called report ahead of time, security will be awaiting their arrival
 - o Once entry to the ED is made, the first room on the right will be where EMS patients are triaged and report taken by nursing or physician staff
 - o Their report will be signed upon completion of verbal report
- * Guidance

