

UConn HEALTH

CLINICAL PROCEDURE MANAGING PHONE CALLS FROM PATIENTS WITH SUICIDAL/HOMICIDAL IDEATION

A. EFFECTIVE DATE :

January 2020

B. PURPOSE :

To assure that phone calls from patient with suicidal/homicidal ideation are processed in a consistent manner to promote patient safety.

C. POLICY :

Patients expressing Suicidal/Homicidal Ideation should be kept on the phone until emergency responders arrive to assure patient safety whenever possible.

D. SCOPE :

Staff in the UConn Health Ambulatory Medical Practices, Call Centers and Contracted Answering Services

E. DEFINITIONS :

None

F. MATERIAL(S) NEEDED :

None

G. PROCEDURE :

A phone call is received by or initiated by clinical staff where the patient is expressing suicidal/homicidal ideation.

1. Collect patient's name, phone number and address.
2. Stay on the phone with the patient. If the phone call was from someone else ask that person to stay with the patient.
3. Ask another clinical staff to contact the police department or contact 911 immediately.
4. Stay on the phone until the police interact with the patient. If patient disconnects the phone call, reattempt to call the patient.
5. Document in the telephone template of the EMR.

H. ATTACHMENTS :

None

I. REFERENCES :

None

J. SEARCH WORDS :

K. ENFORCEMENT:

Violations of this policy or associated procedures may result in appropriate disciplinary measures in accordance with University By-Laws, General Rules of Conduct for All University Employees, applicable collective bargaining agreements, the University of Connecticut Student Code, other applicable University Policies, or as outlined in any procedures document related to this policy.

L. STAKEHOLDER APPROVALS :

One File

M. COMMITTEE APPROVALS :

None

N. FINAL APPROVAL :

- | | |
|---|---------------------------|
| 1. <u>Andrew Agwunobi, MD (Signed)</u>
Andrew Agwunobi, MD
UConn Health Chief Executive Officer | <u>06/10/2020</u>
Date |
| 2. <u>Anne D. Horbtauck (Signed)</u>
Anne D. Horbatuck, RN, BSN, MBA
Clinical Policy Committee Co-Chair | <u>05/29/2020</u>
Date |
| 3. <u>Scott Allen, MD (Signed)</u>
Scott Allen, MD
Clinical Policy Committee Co-Chair | <u>06/02/2020</u>
Date |
| 4. <u>Caryl Ryan, (Signed)</u>
Caryl Ryan, MS, RN
VP Quality and Patient Service & Chief Nursing Officer | <u>06/02/2020</u>
Date |

O. REVISION HISTORY :

Approved: January 2020