**Remote Crisis Procedure**

This document outlines the procedure that should be followed if you are working remotely from home and should require assistance with a client in crisis.

* For Remote Clinician
  + If possible, remain engaged with client over the phone
  + Send an email to “Remote Crisis Team” with the subject “CRISIS”
  + In the body of the email, list the client’s name, MR number, client’s current address/location if available, and a brief description of the assistance that is needed. This email will be sent to all clinicians designated as Remote Crisis Clinicians.
  + The first Crisis Clinician to respond will work with you in real time via email to assist you in any way you need.
* For Remote Crisis Clinician
  + All Remote Crisis Clinicians are expected to be viewing their emails or have access to email notifications at all times.
    - It is suggested that these clinicians install the Outlook app on their cell phone so they are able to receive email notifications at all times.
  + When a remote working clinicians requires assistance with a crisis, all Remote Crisis Clinicians will receive an email with the request
  + When the email is received, the clinician will reply all indicating to the other crisis clinicians that this request is being addressed. If you receive this reply all, no further action is necessary.
  + The crisis clinician that replied all will then begin a dialog via email in order to assist the remotely working clinician manage the client in crisis.