



## Advisory 21-14: Mental Health Alternative Destination Protocol

To: All AMR Providers

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Regional Medical Director

Date: October 18, 2021

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In partnership with the Rochester Regional Health Behavioral Health Access and Crisis Center (BHACC), and with the support of the Monroe County and State Offices of Mental Health, the attached Mental Health Alternative Destination Protocol may be utilized by AMR Rochester to transport individuals meeting the protocol to the BHACC located at 89 Genesee Street effective November 1, 2021.

Individuals who voluntarily wish evaluation can be transported to the BHACC provided they meet all protocol criteria and consent to transport to the BHACC. Individuals placed under MHL §9.41 by law enforcement can also be transported to the facility but do not require consent if they meet all protocol criteria. If the patient does not meet all of the criteria identified in the protocol, they are to be transported to the most appropriate emergency department.

The criteria for transport to the BHACC are intentional in order to assure the individual being transported has the necessary resources to address their mental health need, particularly given the BHACC has very limited medical capacity. This protocol is part of a pilot program and is initially only for use by AMR EMT's and Paramedics. Routine Quality Assurance reviews in partnership with the BHACC leadership will monitor the use of the protocol. It is anticipated that at a later date this program will be expanded, but at this time remains specific only to AMR EMTs and Paramedics for patients under their care, regardless of the location they originate from.

With any questions do not hesitate to contact this office.

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## Mental Health Alternative Destination Protocol

**ALL** of the following criteria **must** be met in order to initiate transport to the Rochester Regional Health Behavioral Health Access and Crisis Center (BHACC) located at 89 Genesee Street:

- Between 9 am and 8 pm
- Age  $\geq$  18
- Not under MHL §9.45
- Ambulatory without assistance
- Primarily psychiatric (depressed, anxious, suicidal thoughts) or substance use disorder complaint (desire for rehabilitation/treatment)
- No primary medical or trauma complaint (chronic ailments are not a consideration unless presenting as primary concern), or signs of obvious injury requiring treatment (sutures, fractures, etc.)
- Do not appear intoxicated (lack of decisional capacity or not ambulatory)
- No concern for overdose or ingestion
- No history of violence
- Do not require physical restraint
- Law enforcement does not require notification prior to facility discharge
- Vital signs are within the following ranges:

GCS 15

Pulse 50 - 120

Respiratory Rate 12 - 24

Systolic BP 90 - 200

Diastolic BP  $<$  120

SpO<sub>2</sub>  $>$  92% Room Air

BG 60 - 300 (in known/suspected diabetic)

If **ANY** of the above criteria are not met, the patient cannot be transported to the BHACC and should be transported to the most appropriate emergency department.

**Before** transporting patients who meet these criteria and agree to transport to the BHACC, contact the facility at 585-368-3950 to confirm the facility is accepting patients at that time.

All patients may be transported to the BHACC who meet these criteria regardless of current / prior hospital system care affiliation.