

Mobile Crisis Response Team Workflow

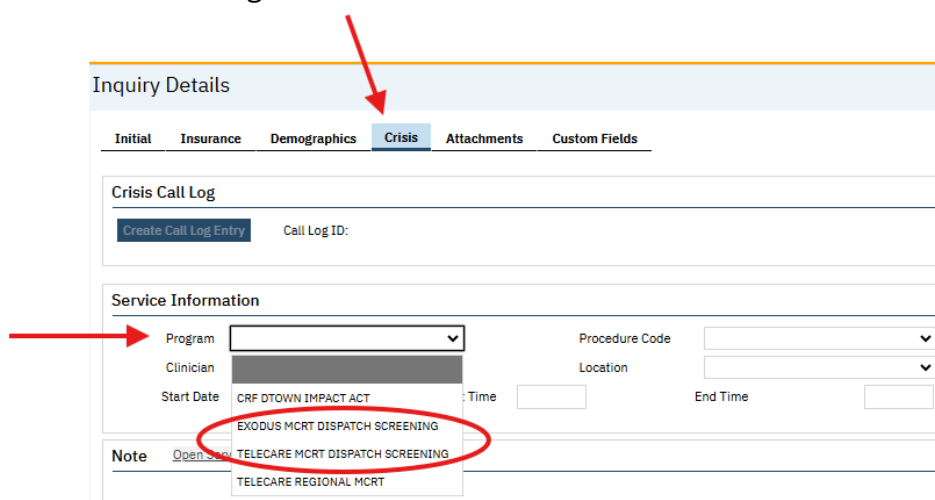
You may reference the CalMHSA Mobile Crisis [page](#) for additional guides, resources and the instructions referenced below.

Dispatch and Screening Tool:

- [How to Document a Call to the Mobile Crisis Dispatch Line and Complete the Mobile Crisis Dispatch Screening Tool - 2023 CalMHSA](#)
 - [Mobile Crisis Team is Dispatched: Next Steps: Open the Client to the Mobile Crisis Program - 2023 CalMHSA](#)
1. When a call comes into the Mobile Crisis Dispatch Phone Line, this call will be documented on the SmartCare “*Inquiry*” screen.
 - a. Staff should designate the Mobile Crisis program in the “*Inquiry Handled By*” section for tracking.
 - b. *Caller* and *Client information* are both entered in the **General** tab.
 - c. Use the “Client Search Window” to search for client in SmartCare: [How to Use the Client Search Window - 2023 CalMHSA](#)
 - If client **is** already in SmartCare: Enroll client in your program: [How to Add the Client to Your Program - 2023 CalMHSA](#)
 - If the client **is not** already in SmartCare: click “**Create New Client**”. This will open the Client Information screen – you may enter minimum core client information at this time
 - *For billing and reporting purposes the following fields are required in the Demographics Tab and must be completed. If you only complete the minimum required prior to responding to crisis, you will need to return and complete the remaining client information before discharging client:*
 - Age
 - Sex
 - Gender Identity
 - Race
 - Ethnicity

- Sexual Orientation

- d. Make sure to enter the date AND time of the call, as well as getting a call-back number in case the call is disconnected.
2. Click the “*Crisis*” checkbox at the top of the **General** tab.
3. In the **Crisis** tab, enter the Crisis Line program and select Mobile Crisis Dispatch Screening as the procedure code. This will bring up the Mobile Crisis Dispatch Screening note.
4. When completing the Mobile Crisis Dispatch Screening, the mobile crisis provider must select their corresponding “**no episode**” MCRT Dispatch Screening program when completing the inquiry and entering the crisis call log information to create the mobile crisis screening.



5. Complete the *Mobile Crisis Dispatch Screening* in the note section of the **Crisis** tab.
 - a. Alerts will pop-up as you complete the screening based on the answers you provide. Take the steps indicated in the alerts, which may include contacting 911 and/or law enforcement.
6. Add the end date and time and click **Save**.
7. In the **Crisis** Tab, click on the link to the Service Note.
 - a. This will take you to a service note with all of your information already entered.
 - b. DO NOT change any service information in the service tab

that has been pulled forward.

- c. Complete any empty fields in the service tab.
 - d. Review the *Mobile Crisis Dispatch Screening* note in the **Note** tab and then click **Sign**.
8. Enroll the client in the Mobile Crisis program by going to “*Client Programs (Client)*”.

Documentation:

You will need to complete the *CSI Standalone Collection*- this may be completed after crisis encounter is completed but must be complete before the client is discharged.

- [How to Complete a CSI Demographic Record - 2023 CalMHSA](#)
- [How to Complete the Mobile Crisis Assessment - 2023 CalMHSA](#)