

Telephonic Crisis Services

Service/Program Definition

Telephonic Crisis Services is a 24-hour a day, 7 day a week “hot-line” service available which screens incoming calls and provides appropriate counseling, consultation and referral to individuals who exhibit an acute problem of disturbed thought, behavior, mood or social relationships. Service is also provided to callers who represent or seek assistance for individuals who are exhibiting these problems

Criteria

Admission Criteria	Not applicable to this level of care
Continued Stay Criteria	Not applicable to this level of care
Psychosocial Factors	Not applicable to this level of care
Exclusion Criteria	Not applicable to this level of care
Discharge Criteria	Not applicable to this level of care