

Call Center Triage Script

“Monterey County Behavioral Health. My name is _____. How can I help you?”

If the reason for their call is non-clinical, please direct them to the correct team or resource.

If the caller wants to initiate services:

“I am a trained therapist here at Behavioral Health and am going to ask some questions to help you figure out what type of services you (or your child) may need. This may take up to 15 minutes. Is that ok?”

What is your name and date of birth?

Where do you live now? Your address? (Get details about any stressors that could jeopardize housing.)

Who lives at home with you?

What are your main concerns that caused you to call today?

I am glad you called and wanted to let you know you called the right place. Before I ask you more questions, can you tell me, if you think of your life in 1 year, what things would you be doing or feeling that you are not right now? (after caller response). Thank you, I will need to ask you more questions to see how we can support you to get there.

Do you currently have a job? (Get details about where or if no job, why.)

People often use alcohol, cigarettes or recreational drugs to try to reduce stress or feel better. Do you use any of those including marijuana, cocaine, pain pills, heroin, or methamphetamine? How often? How much? Have you in the past?

Do you have any current thoughts to harm yourself or anyone else? A plan? Means?

Are you on medication?

Have you ever had services for mental health or substance use? If so, where and when?

Have you ever been diagnosed? If so, by whom?

Have you ever been hospitalized for medical or psychiatric reasons? (Get details of when, for what)

Have you ever tried to seriously harm or kill yourself or anyone else? (Get details)

Now can you tell me a little more about your symptoms and what you experience?

Have you had any trauma (like an attack, family disaster, or any type of abuse) in your life that has caused you to feel isolated, unsafe, a need for control, mistrusting of people or situations?

Have you ever been involved with:

- the justice system? (if so are you on parole or probation?)
- Cal Works, Cal Fresh or any open case in Department of Social Services?

Thank you for the information. Based on what you have shared, I recommend

- a. We can refer you to Beacon Health Options who can provide you with individual therapy
- b. We can refer you to (USC, The Village Project, or CHS) to get individual and group therapy
- c. You can meet with one of our therapists to get additional information and provide you with group or individual therapy
- d. We can schedule you for an appointment to meet with a Psychiatrist
- e. We can refer you to another resource (YWCA, Cal Works, SunStreet, etc)
- f. It sounds as if you need immediate help. Is there someone who can bring you to the Emergency Department? If not, I will call (911, police, mobile crisis, etc)

If the caller has a complaint or grievance:

You have the right to let us know if you are unhappy or dissatisfied. We have a formal grievance process. You can walk in or call during business hours to talk to the Quality Improvement (QI) Team. Grievance forms are also found in each clinic's lobby.

If the caller has had their services Reduced, Suspended, Terminated or Denied:

You can ask for an Appeal. An appeal is a request for a review if your services have been reduced, suspended, terminated or if you are denied mental health services. There is an Expedited Appeal process if your health and wellness may be in danger from a reduction in services. There is also a State Fair Hearing Process if you are not getting what you need from Behavioral Health. You can call our Quality Improvement (QI) team.

The QI phone number is 831-755-4545. They are located at 1611 Bunker Hill Way, Suite 120, Salinas, CA 93906.