

Follow the steps on how to handle calls when answering the phones:	
Phone Script:	<p>Behavioral Health this is _____ how can I help you?</p> <p><u>Do Not automatically put caller on hold until they say ok.</u></p> <p>Ask the person if they have an urgent need, if so connect to the office of the day.</p> <p>To help us connect you with resources we need to know:</p> <ul style="list-style-type: none"> • Name • Phone Number • Is the client a Medi-cal beneficiary? • Is this a person who has an existing client number?
New Callers:	<p>New callers give this number 1-888-258-6029, or connect them to this number whatever is easier for caller on the line.</p> <p>Make sure you take message entirely for clinical staff to understand, do not forget to ask if any changes have occurred since last visit then update in MY AVATAR.</p>
If not urgent:	<ul style="list-style-type: none"> • Let caller know you will connect them to an OD follow your clinic procedures for this, if no one is available please let them know someone will get back to them within one business day.
Phone Numbers:	<p>ACCESS 1-888-258-6029 CSOC 831-784-2150 ASOC 831-796-1700 South County 831-386-6868 Admin 831-755-4510</p>
Crisis Team @ NMC	<p>Phone Number 831-755-4111 ask to speak with a member of the crisis team</p>
Website	<p>MTYHD.ORG</p>