

	BEHAVIORAL HEALTH WARM HAND OFF	STANDARD OPERATING PROCEDURE
		Policy Ref:
Enacted: 9/2005	Owner: Associate Chief Medical Director	Revision Date: 9/2019

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OVERVIEW:

To describe the Warm Hand-Off (WHO) process by which behavioral health providers assist medical providers with patients who have immediate behavioral health needs.

RESPONSIBILITY:

Care Team (Provider, MA and RN): Identify patients with behavioral health issues who may benefit from a WHO.

Medical Provider: Communicate relevant information to the BHP when requesting a WHO and coordinate care as needed with BHP.

Behavioral Health Provider: Identify consistent time each day on schedule to receive WHO from Care Teams and coordinate with the medical provider.

Site Administrators: Develop and support infrastructure for WHOs, including appointment schedules with time allocated for WHOs.

PROCEDURE:

Identifying Patients for WHOs

- Review Medical Provider schedules for patients with known needs.
- Patients with positive score on the PHQ 9, SBIRT, GAD, or other screening tools.
- During any medical visit.

Referring Patients to the Behavioral Health Provider

Care team staff notifies the BHP verbally or in writing about the patient's needs.

Communication

- BHP meets with the patient and documents their visit via the approved workflow (see BH WHO Billing Workflow).
- BHP copies the visit note to the medical provider.
- Care Team enters an internal referral to BHP for ODCHC data collection purposes. They are not tracked or followed up on as a part of patient follow up.

REFERENCES:

None

ASSOCIATED DOCUMENTS:

BH WHO Billing Workflow

KEYWORD TAGS:

Behavioral Health, BH, WHO, Warm Hand Off, PHQ, GAD, SBIRT