# Handling Crisis Calls

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**Description:** Instructions for Customer Care representatives, Senior Team agents, and Case Coordinators on how to handle a crisis call when a member calls and is in medical distress, makes a threat, or has caused harm to themselves or others.

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| Process |

 Senior Team representatives are not considered Supervisors or Interim Supervisors in these situations.

When confronted with a crisis call, perform the below steps:

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| **Step** | **Action** | |
| **1** | Listen to the caller and determine the nature of the crisis.   * [Bomb Threat](#_Bomb_Threat) (**Examples:** I don’t like your answer, I’m coming down there to blow up your office or I’ve set a bomb to blow up your office.) * [Threatening Harm to Self](#_Threatens_to_Hurt) (**Examples:** If I don’t get my medication, I’m going to kill myself. Nothing matters anyway, maybe I’ll just go away, it will all be over soon.) * [Threatening Harm to Others](#_Threatens_to_Hurt) (**Examples:** If you don’t give me my medication, I’ll go down there and shoot them, I’ll show you, you’ll see, they won’t expect it, but they will pay. Pretty soon it will be their problem, not mine.) * [Has Already Caused Harm](#_Threatens_to_Hurt) (**Examples:** I am so mad that I shot myself, I hit them with a rock, I shot them, I kicked them.) * [Medical Distress](#_Medical_Distress) (**Example:** I’m afraid that I’m going to die, my chest is pounding, I can’t breathe, I can’t move my right arm. Disorientation, confusion, slurred speech, etc.)   **Note:** Remain calm when speaking with the member. | |
| **2** | I apologize this is happening to you. Would you please allow me to help? | |
| **3** | Proceed with the appropriate process below as determined by the caller’s response: | |
| **If caller/member…** | **Then…** |
|  | **Accepts your help** | 1. Proceed with the call as normal and contact a Supervisor using your messaging system (**Example:** Microsoft Teams) to notify them what the member stated.   **Note:** If you are unable to locate a Supervisor, check your site Supervisor/Interim Supervisor list but do not contact the Senior Team.   1. Access Comments and add what the member stated without exaggerating.   Do Not include notes that could be deemed vulgar, profane, or graphic in nature. 2. Follow the appropriate process below as determined by the call type:  * [Bomb Threat](#_Bomb_Threat) * [Threatening Harm to Self](#_Caller_Threatens_to) * [Threatening Harm to Others](#_Threatens_to_Hurt) * [Has Already Caused Harm](#_Threatens_to_Hurt) * [Is Experiencing Medical Distress or There is Concern for Their Safety](#_Caller_is_Experiencing)   **Note:**  If the call becomes escalated, **warm transfer** the call to the Supervisor or Interim Supervisor. |
|  | **Disconnects in frustration** **while making threat of self-harm or harm to others** | 1. Place the phone in **PRJ – Project Work**. 2. Contact a Supervisor using your instant messaging system (**Example:** Microsoft Teams) to notify them of what the member stated.   **Note:** If you are unable to locate a Supervisor, check your site Supervisor/Interim Supervisor list but do not contact the Senior Team.   1. Access Comments and add what the member stated and that the line was disconnected.   **Note:** Keep it as close to verbatim as possible do not exaggerate or down-play the member’s comments.   1. Return to Ready status.   **Result:** Supervisor will follow up with the member and make necessary callbacks. |

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| Bomb Threat |

**Reminder:** Stay Calm!

Complete the below steps when confronted with a caller who has made a bomb threat.

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| **Step** | **Action** | | |
| **1** | Place the phone in **PRJ – Project Work** during the current call and notify a Supervisor of the call type using your instant messaging system (**Example:** MicroSoft Teams).  **Note:** If you are unable to locate a Supervisor, check your site Supervisor list but do not contact the Senior Team. | | |
| **2** | Access your Notepad and record the exact words of the member/caller.  Do Not include notes that could be deemed vulgar, profane, or graphic in nature.  **Note:**  Keep caller on the phone for as long as possible to obtain information. | | |
| **3** | Determine the following while advising not to get close:   * Where is the bomb located? * What does it look like? * When is it set to go off? | | |
| **4** | Document Comments using as much detail as possible about the caller identity and behavior such as: | | |
| **Member’s Identity:** Male or Female Adult or Juvenile Age | **Language:** Excellent - Prepared remarks plus response to questions effective Good - Adequate use of the language conveyed  Fair - Word usage is clumsy or redundant Poor - Use of language included errors (not well spoken) Foul - Coarse or offensive language Other | **Speech Pattern:** Fast or Slow Distinct or Distorted Stutter or Nasal Slurred or Lisp |
| **Voice:** Loud or Soft High or Deep Raspy or Pleasant Intoxicated or Other | **Accent:** Local or Regional Foreign or Other | **Demeanor:** Rational or Irrational Coherent or Incoherent Calm or Angry Deliberate or Emotional Righteous or Laughing Intoxicated |
| **5** | While awaiting a response from the Supervisor, remain on the line with the caller and continue to talk with the caller.  **Reminder:** Keep the caller talking throughout the call. | | |
| **6** | **Warm transfer** your call to the Supervisor.  **Result:** Supervisor will handle all further communications and follow with the caller. | | |

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| Caller is Experiencing Medical Distress or There is Concern for Their Safety |

 Do not place the caller on hold and leave them but warm transfers are acceptable. Do Not transfer to the Senior Team.

**Reminder:** Remain calm and keep the caller engaged throughout the call.

Follow the below steps when confronted with a caller who is experiencing medical distress or for whom there is concern for their safety:

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| **Step** | **Action** | | | |
| **1** | Proceed with the appropriate process as determined by the caller’s response: | | | |
| **If the caller…** | **Then…** | | |
| **Says something that makes you believe they need immediate medical attention** | Follow the below steps: | | |
| **Step** | **Action** | |
| **1** | Place the phone in **PRJ – Project Work** during the current call and notify a Supervisor of the call type using your messaging system (**Example:** Microsoft Teams).  **Note:** If you are unable to locate a Supervisor/Interim Supervisor, check your site Supervisor list but do not contact the Senior Team. | |
| **2** | Access comments and record the caller’s answers to the following question:  Do you feel that you need immediate medical attention? | |
| **If the answer is…** | **Then…** |
|  | **No** | Continue with the call following normal processes. |
|  | **Yes** | 1. Obtain the following information from the caller and document their responses in Comments:    1. What is the address where you are today? (street, city and state)    2. Where are you in your home/current location? (**Example:** Upstairs bedroom, basement, etc.)    3. What is the phone number including the area code that you are calling from?    4. Write phone number from caller ID in notes in case call is lost before you get phone number from member. 2. Let the member know that we are going to contact their local emergency services.   **Note:** Continue to engage with the caller and let them know you are working to assist them.   1. **Warm Transfer** the caller to the Supervisor/Interim Supervisor. |
| **Made a statement that you feel is cause for concern of their safety** | Follow the below steps: | | |
| **Step** | **Action** | |
| **1** | Place the phone in **PRJ – Project Work** during the current call and notify a Supervisor of the call type using your messaging system (**Example:** Microsoft Teams).  **Note:** If you are unable to locate a Supervisor/Interim Supervisor, check your site Supervisor list but do not contact the Senior Team. | |
| **2** | Let the member know that we can contact their local emergency services. | |
| **3** | Proceed with the appropriate process below as determined by the caller’s response.  **Reminder:** Keep the caller engaged throughout the call. | |
| **If the caller…** | **Then…** |
| **Declines** | 1. Continue to engage with the caller then let them know you are working to assist them with their concern:   I understand that you do not feel Emergency Services are needed at this time, however we care about your well-being.If you feel that you need assistance, would you please let us know?   1. Continue with the call following normal processes. |
| **Agrees** | 1. Notify the Supervisor via your instant messaging system of the caller’s statement. 2. Obtain the following information from the caller and document their responses in Comments:    1. What is the address where you are today? (street, city and state)    2. Where are you in your home / current location? (**Example:** Upstairs bedroom, basement, etc.)    3. What is the phone number including the area code that you are calling from? 3. **Warm transfer** the caller to the Supervisor/Interim Supervisor. |
| **Does not respond** | 1. Notify the Supervisor via your instant messaging system of the caller’s failure to respond. 2. **Warm transfer** the caller to the Supervisor/Interim Supervisor. |

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| Caller Threatens to Hurt Themselves or Someone Else or Caller Has Already Caused Harm |

 Do not place the caller on hold and leave them but warm transfers are acceptable.Do not transfer to the Senior Team.

**Reminder:** Remain calm and keep the caller engaged throughout the call.

Follow the below steps if your caller continues to make threats or indicates they have already hurt themselves or someone else:

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| **Step** | **Action** | |
| **1** | Place the phone in **PRJ – Project Work** during the current call and notify a Supervisor of the call type using your messaging system (**Example:** Microsoft Teams).  **Note:** If you are unable to locate a Supervisor/Interim Supervisor, check your site Supervisor list but do not contact the Senior Team. | |
| **2** | While awaiting a response, obtain the following information from the caller and document their response in Comments:   1. What is the address where you are today? (street, city and state) 2. Where are you in your home/current location? (**Example:** Upstairs bedroom, basement, etc.) 3. What is the phone number including the area code that you are calling from?   Do Not include notes that could be deemed vulgar, profane, or graphic in nature.  **Note:** If the member declines to provide this information, continue to assist the caller and let them know you are working to assist them with their concern. | |
| **3** | **Warm transfer** your call to the Supervisor.  **Result:** Supervisor will handle all further communications and follow with the caller. | |
| **4** | If the call disconnects, immediately call the member back and follow the below steps: | |
|  | **If…** | **Then…** |
|  | The call is answered | 1. I’m sorry the call dropped, and we are very concerned about your wellbeing. 2. Continue with the call as directed in **Steps 1 through 3** above. |
|  | There is no answer | Access Notes and document that there was no answer.  **Note:** Supervisor will determine the nature of the call and escalate as needed. |

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| After Call Resources for Colleagues |

Refer to [Mental Well Being](https://apps.bswift.com/portal/CVSHealth?PageKey=MENTAL_HEALTH&Params=).

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| Related Documents |

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

[Customer Care Abbreviations, Definitions, and Terms (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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