

The 911 Emergency Policy identifies potential situations and scenarios that maybe considered emergencies, and the procedure to be followed by Health and Wellness Clinical Support Team (HAWCST) employees (care manaaer assistants, dietitians, licensed practical nurses, nurse care managers, pharmacists, pharacy technicians, social workers and managers/supervisors of these disciplines) encounterng an emergency situation with a member, the member's caregiver or family member. This policy wascreated as an in-house procedre for staff and in tandem with Optum Procedures.