



Yolo County Emergency Medical Services Agency

Protocols

Revised Date: April 30, 2025

MENTAL HEALTH CRISIS RESPONSE TRIAGE	
Adult	Pediatric
Purpose	
<ul style="list-style-type: none">To identify individuals experiencing a mental health crisis and connect them to a Yolo County-approved Mental Health Crisis response resource, which may meet their needs better than transport to an Emergency Department (ED).	
BLS	
Assess vital signs Temperature Provide reassurance and de-escalation	
BLS Local Scope	
Blood Glucose Check if known or suspected history of Diabetes	
Provider Impression of Behavioral/Psychiatric Crisis	
Suspect new onset mental health condition:	If "NO" continue
Medical condition that poses a risk of harm without further EMS evaluation, treatment, or transport:	If "NO" continue
Abnormal Vital Signs: <ul style="list-style-type: none">Temperature: > 38.0° C (100.4° F), or signs and symptoms of feverHR: < 50 or > 120 bpm (sustained)BP: < 100 systolic or > 200 mmHg (2 consecutive readings)RR: < 8 or > 22 breaths/minSpO₂: < 94% room airBlood Sugar (BS) < 60 mg/dL or > 200 mg/dL Mental Status: <ul style="list-style-type: none">Cannot answer name, month/year, and locationDoes not have decisional capacity as defined in Patient Refusal of Treatment/Transport policy	If "NO" continue
Risky Presentation: <ul style="list-style-type: none">Possible OD/IngestionEating disorderPossibility for alcohol withdrawals (DT's)Ill appearingAny obvious life-threatening injuries	If "NO" continue
If ALL categories are answered with "NO"	
<ul style="list-style-type: none">The patient should be offered a referral to Mobile Mental Health Crisis response as an alternative to treatment and transport by EMS.If ANY categories are answered with "YES," then the patient shall be treated and transported by EMS according to YEMSA policy.	



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Direction

- All patients referred to a Mental Health Crisis response must be informed that they are being referred to a non-medical provider and that they are agreeing to forgo further medical evaluation, treatment, and transport by EMS.
- EMS providers should request Mental Health Crisis response on the radio channel assigned to the local jurisdiction. EMS providers should be prepared to contact the Mental Health Crisis response team by telephone if requested.
- EMS providers must provide for a handoff of the patient to a County-approved Mental Health Crisis Responder, either in-person or by phone (if agreed to by the Mental Health Crisis response team).
- Patient assessment and triage criteria must be documented in the ePCR, and the patient must complete the Release at Scene (RAS) documentation prior to the EMS provider terminating the patient-provider relationship.
- Patients referred to a Mobile Mental Health Crisis response may still be transported by non-EMS resources to appropriate facilities, including an ED, as needed for medical clearance.
- If at any time there is a concern about the patient's eligibility for referral, the patient should be evaluated by ALS, and the Base Hospital should be contacted as needed.