



POLICY

This policy outlines the minimal procedures during a Mobile Integrated Health (MIH) encounter for a patient with mental health concerns.

PURPOSE

Provide baseline guidance for the MIH provider on services available for patients having difficulties managing their mental health.

BASIC MEDICAL CARE

Reference and apply all applicable OEM standards of care. Identify, treat, and attempt to stabilize any patient who is identified as acutely ill. Activate the municipal transport service if indicated. The most relevant standards of care are as follows:

- Access to healthcare
- Refusal of care or transport
- Universal Care

SOCIAL DETERMINANTS OF HEALTH (SDOH)

Reference and apply all applicable patient assessment screens in addition to OEM MIH Standards of Care. An emphasis should be placed on the following SDOH:

- Access to healthcare
- Understanding condition and care plan
- Use or exposure to tobacco or other substances

STANDARD OF CARE

1. Apply General MIH Operational Guidelines.
2. **If at any point you recognize the patient is in crisis, consider** notifying the C.A.R.T team by radio. If the patient is not in an acute crisis, call and request by phone 414-302-8000. Press 0 to speak with a dispatcher.
3. Review/perform history and conduct an appropriate physical examination with specific consideration of the following:
 - a. Thoughts of suicidal or homicidal ideations, severe depression, severe anxiety, racing thoughts, hearing voices, substance abuse, or being involved in dangerous situations
 - b. Withdrawn mood, pressured speech, abnormal thought process or content, possible intoxication or substance usage, inability to care for themselves
4. Review pathophysiology of mental health with the patient and signs of high risk concerns.
5. Review medical provider orders including medications, clinic or telemedicine visits, and medications.
6. For medication administration, clarify dosing schedule, amount, and logs of administration with patient to confirm adherence.
7. Note and record patient's concerns about current treatment including medication adherence and substance usage.
8. Contact the patient's care team to ensure they have appropriate stakeholders in place (i.e. psychiatrist, therapist, PCP, peer support) and schedule appointment if indicated.



**Mobile Integrated Healthcare
MENTAL HEALTH**

- 9. Provide patient suicide hotline number of 988 if they have a previous history of suicide attempts.
- 10. Provide correction action for the patient if indicated.

REFERRALS

- Milwaukee County Resources: OEM MIH Resource Contact List
- Department Specific Resources: Department Specific Operational Guidelines

EMS AGENCY ADDITIONAL POLICIES

Individual EMS Agencies within Milwaukee County are afforded the flexibility to add additional aspects to each MIH guideline. These additional aspects shall be approved by the OEM Medical Direction Team.

SUPPORTING DOCUMENTS

None