# NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES POLICY AND PROCEDURE

SUBJECT: INITIAL CONTACT WITH PATIENTS/FAMILIES/SIGNIFICANT

OTHERS/GUARDIANS

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ORIGINAL DATE: 11/24/98

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APPROVAL: Rosalyne Reynolds (s), Agency Director

### I. PURPOSE

The purpose of this policy is to delineate the social services process for initial contact with new consumers and their family/significant other/guardian and detail the documentation required.

#### II. POLICY

It is the policy of the Northern Nevada Adult Mental Health Services (NNAMHS) Social Services Department to provide consumer contact and documentation of that interaction within one working day of the inpatient admission, and to contact PES consumers at the time of their arrival on the unit.

## III. REFERENCES

- NNAMHS Policy and Procedure NN-IM-MR-20- Medical Records Basic Charting Standards
- NNAMHS Policy and Procedure NN-PC-PL-18 Discharge/Comprehensive Aftercare Plan

#### IV. PROCEDURE

- 1. Within one working day of consumers' admission to inpatient care, social services staff will meet with the consumer. Social Service staff will meet with PES consumer at the time of their arrival on the unit. This contact will address the following areas:
  - a. Introduction of self and explanation of the role of inpatient social services in the consumers' treatment, scheduled availabilities and ways in which the consumer might contact the social worker.
  - b. Discussion of factors leading to the admission including Psychiatric
     Symptomology and Psychosocial stressors.
  - c. Identification of legal guardian, family members, significant others, outside referral sources, therapists, caseworkers, probation officers etc., that should be involved with the consumers treatment. Obtain a Release of Information to establish contact with these individuals.
- 2. Establish contact with the family members, legal guardian, or significant others as soon as appropriate.
- Initial identification by both consumer and staff of needs to be addressed during treatment.
- 4. Initial discussion of discharge needs.
- 5. Provide an overview of the treatment team members, unit staff, and their roles.
- 6. Begin the Psychosocial History and Assessment process to be completed within five days for inpatients.

- 7. Social worker will document the content of the initial contact thoroughly in the medical record upon completion of the interaction. The information in this progress note is critical in detailing the consumers' needs, initial discharge plan and in providing other clinicians, necessary information in the event coverage is required.
- 8. Social worker will initiate contact with outside professionals who have been identified by the consumer after having obtained consent. Social worker will obtain consents in order to send for medical records from other professionals and other facilities.
- 9. Social worker will document any efforts that were unsuccessful in contacting the family, significant others, guardian, or outside professionals.