NORTHERN NEVADA ADULT MENTAL HEALTH
POLICY AND PROCEDURE

SUBJECT: HEARTS REFERRAL ASSESSMENT AND INTAKE POLICY

NUMBER: NN-PC-AS-09

ORIGINAL DATE: 04/03/08

REVIEW/REVISE DATE: 1/20/11

APPROVAL: Rosalyne Reynolds {s}, Agency Director

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I. PURPOSE

The purpose of this policy is to provide guidelines for the assessment of consumers who request to enter treatment with the HEARTS Intensive Outpatient Program.

II. POLICY

It is the policy of Northern Nevada Adult Mental Health Services (NNAMHS) to have appropriate procedures for assessing the appropriateness and the needs of individuals referred to the HEARTS Program.

III. PROCEDURES

A. Making Referrals

1. When making referrals to the HEARTS Program, the referral source shall complete and submit the HEARTS Referral Form to the HEARTS program.
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2. The referral form will be given to a HEARTS staff member. Within 10-days of receipt of the referral form, the assigned counselor will contact the consumer to schedule an appointment for intake/assessment.

B. Referral Assessment

1. If there is a waiting list, the referral source will be informed that the referral will be placed on the waitlist and assessed when an opening occurs.
2. If there is an immediate opening, the referred consumer will be contacted by a HEARTS staff member to determine interest, goals and to educate the consumer about the services offered by HEARTS.
3. A record review will be conducted, if available, to better understand the psychiatric and substance abuse history of the referred consumer.
4. The referral source will be contacted, if appropriate, to assist in determining suitability for admission into the HEARTS program.
5. If a consumer is determined to meet criteria for admission into the HEARTS program, HEARTS staff will give the consumer a start date, an appointment for evaluation and treatment planning.
6. The Administrative Assistant will complete the admission to the HEARTS program.
7. An addiction assessment and initial treatment plan will be developed within 10-working days of the consumer' s acceptance into the program.

C. If the consumer is not appropriate for HEARTS, the referral will be returned to the referral source within five (5) working days of the assessment. The documentation will include the reasons the participant was not accepted into HEARTS. If the referring party disagrees with the denial, then an appeal can be made to the HEARTS Program Manager.

D. If the participant was unavailable for or refused HEARTS services, the referral source, referred consumer, and the HEARTS staff member will determine if the referral should be dropped, referred elsewhere, or postponed.

IV. REFERENCES

NNAMHHS Policy NN-PC-AS-01 - Assessment