

BCFD NMCAL On-Scene Protocol

BCECC will answer inbound emergency and non-emergency calls from adult citizens (first and second party callers) who are in need of **psychological help, resenting abnormal behavior, or having suicidal thoughts**. Once this chief complaint has been identified in case entry, the dispatcher will follow Medical Priority Dispatch System (MPDS) protocol number 25 and ask all key questions appropriate to the case. Based on how the calling party answers the questions asked, a coding is determined as follows:

- a. If the calling party is deemed to be a viable candidate based on set criteria (**25-A-1, 25-A-2, 25-B-6**) for NMCAL assistance, the dispatcher will transfer the caller to NMCAL for a "warm transfer". The dispatcher will remain on the line to assure the phone line connection has been established, and conversation has been initiated. The dispatcher will disconnect the line only after the dispatcher is assured that rapport has been established and the caller is comfortable with the NMCAL transfer. The dispatcher will verbalize they will be leaving the call to insure the success of the warm transfer (**SEE SCRIPT BELOW**)
- b. If a threat or danger has been identified by the dispatcher (**all other 25-coded calls requiring a scene response**), a "call collaboration" will be conducted however leaving the dispatcher on the line to observe the conversation. The dispatcher will not interfere with the established conversation but will update the call with pertinent information for first responders. BCECC will follow the appropriate response guidelines when dispatching units (**SEE ATTACHED 25- DISPATCHING PROTOCOL**)
- c. When 1st responders are on scene recognizing that person could benefit from connecting with a crisis clinician/warm-line peer and either providing NMCAL contact information with the individual or the 1st responder uses the individual's phone to connect the person with NMCAL directly.
 1. If the call is high acuity based on coding, field responders will follow set protocols when to contact NMCAL.
 11. BCECC will be contacted if and when NMCAL contact is being made on site. This is for tracking purposes and will be documented in the CAD.

111. Once first responders clear the scene, the appropriate pre-determined disposition code will be used to close the call.

Upon receiving a call meeting MPDS protocol 25, dispatchers will use gathered information to **search the Bernalillo County Crisis Intervention Database** for any previous engagement with the caller. This information will be used to best address the needs of the caller and increase first responder safety.

Script for Warm Hand-Off:

After all criteria is met for collaboration, or warm hand off:

“I understand you are having difficulty; I would like to bring a provider on the line who we can talk to for some guidance.”

Bring NMCAL onto the line:

NMCAL: "This is NMCAL, my name is _____, and how may I help you?" Dispatch: "Hello this is dispatcher ### from Bernalillo county 911 on call CAD. I have Mr./Ms. _____ on the line and we would like to speak with you for a few minutes."

NMCAL is to gather information from dispatcher and caller. Dispatcher is to stay as silent as possible and allow caller to do most of the talking but provide assistance when need. After 2-4 minutes, and same 25A criteria is being met, dispatcher is to initiate disconnect:

"Mr./Ms. _____ I see that you are having a great conversation with _____. I am going to allow you to continue the conversation with _____. We are always here for an emergency and if something changes, _____ will call us back."

Disconnect from call.

This patient centered model will give the caller the ability to have an active

role in their care.