

How can Community Hospital of the Monterey Peninsula's Emergency department help during a psychiatric crisis?

First steps in your emergency room visit

A crisis nurse will perform an evaluation focused on your mental and behavioral health. All of our crisis team members have received specialty training in supporting patients with mental health concerns. In addition, an emergency nurse and Emergency Department physician are assigned to your care team to address any physical or non-psychiatric medical concerns. The multidisciplinary team will work with you to discuss what led to the Emergency department visit, any current safety concerns, and will determine, with you, the best care plan. If indicated, they will discuss your care with an on-call psychiatrist before finalizing the plan.

If you are going home

If you are returning home after an Emergency department visit, the crisis team will help you create a plan for how to best support you at home, along with providing you with information about the available resources in the community

If you are hospitalized

It is possible that you may require hospitalization for further psychiatric treatment before you can safely return home. If this is the case, there are multiple options including Crisis Stabilization, Inpatient Psychiatric care or transfer to the nearest accepting psychiatric facility. The crisis team will update you as soon as they have any updates about where your care will take place.

■ If you require ongoing psychiatric care in the hospital, you may be placed on a psychiatric hold. This may occur if the team has concern about you hurting yourself, hurting someone else, or being unable to care for yourself if you left the hospital. Being placed on a hold simply means you cannot leave the hospital to return home due to these concerns. If the crisis team decides to place a hold they will discuss this process with you in more detail.

■ The crisis team will continue to work with you to optimize the plan of care for you while you are in the Emergency department, and will provide regular updates on potential placement including finding a transfer facility if necessary.

■ During the Emergency department visit, for safety and privacy reasons, you will have your personal belongings sent home or stored in one of our lockers (including personal cell phone/tablet). You will have access to a hospital phone if you need to place or receive a phone call. If you need to use the restroom, a bedside commode or urinal will be provided, or a Community Hospital staff member will escort you to the bathroom and remain with you to maintain safety. The Emergency department has access to non-pharmacological items for use. The crisis team may restrict some visitations and/or phone calls if it is determined these could have a negative impact on you. They will discuss this with you if they have concerns about specific visitors or calls

If at any time you have concerns that you are not being treated fairly during your visit, please request to speak with the Emergency department charge nurse. You may also contact the Monterey County patient rights advocate at (831) 755-4518.



Community Hospital
of the Monterey Peninsula
Montage Health