

Structured Phone Follow-up

Assess mood and current risk

1. Administer C-SSRS (since last visit) to determine level of RISK.
2. IF IMMINENT RISK IS DETECTED, CONTACT CRISIS LINE, MOBILE (FOLLOW YOUR SITE'S CRISIS INTERVENTION PROTOCOL)

Review and revise safety plan

1. Determine if it has been used.
2. Review safety plan with client
3. Ask what has been helpful and what has not.
4. Revise the plan as indicated, removing unhelpful items and identifying more helpful items.
5. Note any changes on the plan.
6. Send the client a revised plan if the revisions are extensive.
7. Always review access to means and whether there is a need to remove sources of danger.

Treatment engagement/motivation

1. Review treatment plan and options; appointment reminders.
2. Problem solve internal and external obstacles to treatment.
3. If treatment rejected, discuss other ways of obtaining help.
4. Provide information on available community support services relevant to client's needs, including Lifeline and GOT5 Crisis Text Line.

Obtain consent/willingness for additional follow-up

1. Assess need for further calls.
2. Problem solve resistance to further calls.
3. Set call time.
4. If no further calls needed, let client know how to initiate future care.