Behavior Health Caller – Policy Decision Tree

Behavioral Health Event (911 call or Field provider initiated)

→ **Field Responder**
- → *Field provider requesting access to local resource* → **Warm transfer to requested resource**
- → *Field provider requesting MCL coaching or information* → **Warm transfer to MCL**

↓ **911**

Answer call per policy and obtain location, call back and nature of call

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Incident is in PSAP jurisdiction?
- **No** → **Transfer to appropriate PSAP**
- **Yes** ↓

Does caller report a need for EMS?
- **Yes** → **MPDS PROTOCOL 25** — Utilize MPDS Protocol 25
  - → *Omega determinant codes* → **Does caller give permission to transfer to MCL?**
    - → **Warm transfer to MCL**
    - **No** → **Enter info and dispatch per agency policy**
  - *All other determinant codes* → **Enter info and dispatch per agency policy**
- **No - use policy Matrix** ↓

Does caller report weapon involved or available?
- **Yes** → **Enter info and dispatch per agency policy**
- **No** ↓

Does caller report violence/danger?
- **Yes** → **Enter info and dispatch per agency policy**
- **No** ↓

Does caller report threat to anyone's safety?
- **Yes** → **Enter info and dispatch per agency policy**
- **No** ↓

Has person expressed self-harm?
- **Yes** → **Enter info and dispatch per agency policy**
- **No** ↓

Has person committed a crime?
- **Yes** → **Enter info and dispatch per agency policy**
- **No** → **Does caller give permission to transfer to MCL?**