County of San Bernardino
Department of Behavioral Health

Clients with Physical Medical Conditions Policy

Effective
12/14/09
Approved
10/07/10

Policy
It is the policy of the Department of Behavioral Health (DBH) to determine client basic medical condition as part of a completed assessment and to encourage clients with physical medical conditions to seek treatment at appropriate medical facilities as needed.

Purpose
To provide staff with guidelines to facilitate treatment for clients with physical medical conditions.

DBH Appropriate Actions
Each DBH clinic/program shall develop an internal protocol to use during intake/screening, to address the needs of clients who present with physical medical conditions. The guidelines in the chart below will be incorporated by the clinic/program.

Note: Clients with emergent physical medical conditions or who are in acute physical distress shall be advised to not leave the clinic.

<table>
<thead>
<tr>
<th>When A Client...</th>
<th>Then...</th>
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</table>
| Is clearly in an emergent situation or is in acute physical distress | • Immediately call 911  
• Assist the client to sit or lie down in a quiet, uncongested area as indicated by the client's condition  
• Clinic staff will stay with client until emergency personnel arrive and assume care  
• Clinic staff will assist emergency personnel as needed  
• Document in the client's chart:  
  o Presenting symptoms  
  o Reason client came to the clinic  
  o Advice issued  
  o Care provided  
  o Final disposition |

Note: Conduct a telephone follow-up within three (3) business days.

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### Clients with Physical Medical Conditions Policy, Continued

<table>
<thead>
<tr>
<th>DBH Appropriate Actions (continued)</th>
<th>When A Client...</th>
<th>Then...</th>
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</table>
| Reports a non-emergent physical medical condition and has medical treatment insurance | • Advise the client to make an appointment to seek treatment; if possible, with the personal primary care physician  
• Advise client to dial 211 for advice in locating a personal primary care physician if the client does not have one  
• Attempt to obtain a release of information authorization when needed to request relevant medical records  
• Document the reported information as indicated above | |
| Reports a non-emergent physical medical condition and is unsponsored | • Provide the client with:  
  o Telephone number to a local Medically Indigent Adult (MIA) facility, or  
  o County Public Health facility, or  
  o Advice to dial 211 to seek direction on locating a facility  
• Obtain relevant medical records as needed and specified in the authorization to release medical information  
• Document the reported information as indicated above | |
| Refuses to seek treatment for a reported physical medical condition | Document the refusal and explanation for refusal | |