

Emergency Responders Quick Reference Guide

Mallory Behavioral Health Crisis Center



How to Access CTH Behavioral Health Crisis Programs

By phone: (775) 445-8889

Emergency Responder Drop Off: For anyone who is in a mental health and/or substance use crisis. Law enforcement, Emergency Responders, and Emergency Rooms may directly phone the Mallory Behavioral Health Crisis Center to triage a potential drop off.

Referral: Community providers can refer potential clients to the Mallory Crisis Center.

Admission Criteria

- The individual is at least 18 years old
- During triage, he or she is assessed to have a mental health or substance use problem that requires supervised care
- During triage, he or she is assessed to have a functional problem that requires supervised care
- He or she does not have a medical condition that precludes admission
- He or she may or may not be on a legal hold awaiting admission to an inpatient mental health facility
- His or her guardian agrees to admission (when applicable)
- If coming from rural emergency department, individual must be medically cleared

Exclusionary Medical Criteria includes:

If individual is not deemed appropriate for services at the crisis center, then emergency responders and/or law enforcement will transport client elsewhere for care.

- Abnormal vital signs: Temperature >100.5 degrees F or <96 degrees F; SBP >190 or <90; DBP >100; Pulse >120 or <50; Pulse Oximetry <89%; Respiratory Rate >30 or <10
- New irregular heartbeat
- Trauma, such as injuries requiring x-rays, wounds requiring sutures or Dermabond repair, head trauma, etc.
- Difficulty rousing or excessive somnolence
- Known or suspected ingestion or overdose
- Violent behaviors that are beyond capabilities of the crisis center to control. Carson City Sheriff's Office will be called in these circumstances
- Complaint of chest pain, abdominal pain, respiratory distress, syncope or other medical complaint that is thought to be beyond the capability of the crisis center to evaluate
- Breathalyzer level >0.3
- Finger stick blood sugar of <60 or >350

To connect with service, call the Mallory Crisis Center at (775) 445-8889, available 24/7/365

Mallory Behavioral Health Crisis Center is a facility designed to meet the needs of persons who are experiencing a mental health, substance use, or other functional problem, but do not have a medical condition that would require Emergency Room services. A multidisciplinary team, including psychiatry, nursing, counseling, and case management will determine appropriate referrals for inpatient and/or outpatient services.

Emergency Responders Protocol for Admittance to the Mallory Crisis Center

Call (775) 445-8889 to phone report

- Crisis Center staff will work with the emergency responders/law enforcement to determine whether the individual in crisis is appropriate for the crisis center.
- Emergency responders and law enforcement should be prepared to stay with client during brief assessment to ensure safe admissions. If client is not deemed appropriate for services at the crisis center, then emergency responders and/or law enforcement will transport client elsewhere for care.

Please be prepared to provide the following to Crisis Center staff:

- Individual's name, DOB, address, telephone number, and insurance carrier (if applicable)
- Precipitating event for the current crisis
- Legal hold documentation if applicable
- Medical report to include known medical conditions and patient medications if applicable
- Direct contact information for current providers and/or the source of referral
- Name and contact for client's family and/or guardian information if known

