

To: ACBH Stakeholders
From: Kate Jones, R.N. & Aaron Chapman, M.D.
CC:
Date: December 17, 2018
Re: **Urgent Care Medication Services**

Dear Alameda County Behavioral Health Care Stakeholders:

We are pleased to announce a new urgent care pilot that will focus on providing short-term medications for same-day needs. We are introducing this pilot program with the intention of expanding the pilot to other county-operated locations this Spring. The Oakland Community Support Clinic at Eastmont Mall will have telepsychiatry available from 10am to 5pm Monday thru Friday. These services are for adults 18 years and over.

After several months of piloting, we anticipate having telepsychiatry available at each clinic (Oakland, Eden, Pleasanton, and Fremont) Monday thru Friday from 1pm to 5pm. Telepsychiatry will enable ACBH to provide medication services to individuals on a walk-in basis. There are guidelines to these services that did not previously exist, but we feel they are important as these services are not meant to be long-term supports. The guidelines are as follows:

1. Upon entering Eastmont (later our other clinics), an individual will need to register at the front desk for urgent care services.
2. Once registered, an LVN will greet the individual and look them up to determine if they are connected to services. If the person seeking services is connected to services, the LVN will call the service provider to inquire about his/her next



upcoming appointment. ACBH will encourage the individual to be served by their current provider. However, if the current provider cannot assist immediately and states that the individual needs urgent medications, she/he will be escorted to see the telepsychiatrist after a brief one-time assessment.

3. If an individual is not connected to services, the LVN will conduct the brief assessment and refer the individual to ACCESS for connection to right-matched care while the person served is meeting with the telepsychiatrist.
4. It is important to note that if an individual is connected to a service provider, they may not be served at the urgent care clinic if she/he has an upcoming appointment or can get an appointment promptly.
5. Individuals seeking urgent care can self-present, be brought in by a provider, or referred by a crisis service provider.
6. If an individual is considered mild-to-moderate and served by Beacon Health, she/he will be referred back to his/her respective provider and assisted by the LVN to make an appointment as soon as possible.
7. Urgent care services will have a limited array of medications to prescribe and will be limited to 15 to 30-day prescriptions.
8. Lastly, all individuals will be limited to two Urgent Care visits annually.

We are excited to offer walk-in services and hope that expanding our capacity to serve individuals in immediate need will keep them out of restrictive environments.

The pilot will start January 14, 2019 and expand to our other clinics in the Spring of 2019.

Sincerely,

Aaron Chapman, M.D. and Kate Jones, RN, MSN

