Front Desk Script for Phone Triage

Scheduling Phone Triage Appointments when student call the Center

First ask, Are you a registered UCSC student?

- If no → Inform caller regarding our services, make general community referral

- If yes →

- Ask for the student’s name and pull up their chart in PnC.

- Ask if the student was referred to our services.

  - If referred by Student Health Center → check in Visits/Notes section of PnC to see if student was referred for an emergency appointment. If so, ask if the student can immediately come to CAPS, or schedule them with the crisis counselor for a same day appointment.

  - If student was referred for a non-emergency appointment by Student Health Center OR is not a Student Health Center referral →

- Let the student know that our process for connecting students with services is to offer a brief 15-20 minute phone appointment with one of our counselors. Inform the student that the counselor will gather some basic information to determine the next best step for getting them assistance. Would you like to go ahead and schedule a phone consultation?

  - If no → Let the student know that our process for connecting students to services is through a confidential phone call with one of our counselors. Inform the student that if their concerns are an emergency, they can come to the CAPS office immediately.

  - If yes →
• Offer date/time options based on PnC schedule. Schedule the student into a 30 minute phone triage appointment at the earliest time slot that works with the student’s schedule.

• Ask for the students cell phone number and inform them that they will be sent a reminder text with the phone number they need to call for their phone consultation.

• Confirm appointment details with the student and provide the student with the counselors direct phone number. Inform the student that CAPS does not call the student for the appointment and if the student does not call in at their appointed time, a cancellation fee of $25 will be charged to their student account.

Possible situations that may arise:

o Students expresses a need to be seen immediately or says this is an emergency → ask the student to come to CAPS immediately.
  
  o If student says they are not able to get themselves to the CAPS office, transfer the call to the crisis counselor or a member of the management team.

o If the student asks for a Psychiatry appointment:
  
  o Ask if student has a current psychiatrist:

    ▪ If student was seen by a CAPS psychiatrist within the last 3 months → Schedule student with a CAPS psychiatrist for a follow-up appointment.

    ▪ If student was seen by a CAPS psychiatrist in the past, but longer than 3 months ago and in this academic year → Take student’s contact information and inform them that their case will be reviewed by the psychiatrist and they will receive a return phone call from the CAPS front desk regarding next steps. Complete referral process to Dr. of the day or previous treating psychiatrist.

    ▪ If student has not been seen by a CAPS psychiatrist this academic year → Inform the student that they must first have a phone consultation with one of the CAPS counselor; schedule a phone triage appointment.

    ▪ If student has a current psychiatrist outside of CAPS, but says they want to transfer their care or see one of CAPS psychiatrists instead → Schedule student for a case management appointment with psychiatry case manager.
- If student is not currently in treatment with a psychiatrist → Schedule for a phone triage.

  o If student wants a community referral, does not want to be seen at CAPS:
    
    o If student knows who they want to see in the community and does not need referrals, but has SHIP → Let them know they need to pick up an Off Campus Referral Form at the front desk in the main office.
    
    o If student would like to speak with a counselor regarding recommendations/referrals → Schedule for a phone triage appointment.

**Scheduling Phone Triage for Students who walk-in to our center.**

First ask, Are you a registered UCSC student?

  o If no → Inform person regarding our services, make general community referral

  o If yes → ask student to complete the Crisis Triage form.

- If student reports a Negative Triage → refer to section regarding scheduling a phone triage and inform student of our process for connecting students for services through a phone consultation.

- If student reports a Positive Triage → Ask student to complete UCOP form and informed consent. Provide student with handout regarding crisis services and place student on Crisis Counselor schedule in PnC for next available crisis appointment.

**Third Party Consultation Calls**

  o Crisis counselors take third party calls about a student of concern (i.e. faculty/staff, family member, friend). If a crisis counselor is not available, take a message (unless an emergency) with name/phone number/concern, and forward note to the crisis counselor for appropriate action. If a crisis counselor is not available for an emergency call, transfer call to an available management team member.