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North Sound Behavioral Health Organization

Section 1500 – Clinical: Evaluation and Treatment Facilities Refusal and Review Process

Authorizing Source: RCW 71.05, 71.24, WAC 388-865, WAC 246-337

Cancels:

See Also:

Providers must comply with this policy and may develop individualized implementation guidelines as needed

Approved by: Executive Director

Date: 4/29/2016

Responsible Staff: Deputy Director

Signature:

POLICY #1577.00

SUBJECT: EVALUATION AND TREATMENT FACILITIES REFUSAL AND REVIEW PROCESS

PURPOSE

To define a standardized review process when a request for admission is refused by North Sound Behavioral Health Organization (BHO) Regional Evaluation and Treatment facilities (E&Ts).

POLICY

The North Sound BHO contracts with Compass Health and TELECARE to provide E&T services to individuals in the region.

Disagreements regarding the appropriateness of an admission to the E&Ts may occur between Emergency Department (ED) providers, Designated Mental Health Professionals (DMHP) and the E&T staff. If E&T staff has made a decision not to accept an individual for admission, the procedure outlined below shall be followed.

PROCEDURE

- A. Refusals of admission to the E&Ts shall be made by the E&T psychiatric provider or designee.
- B. If a request for admission to the E&T is refused, the ED physician or DMHP Manager or designee may ask for a consultation with the E&T psychiatric provider or designee to attempt to resolve the disagreement over the decision.
- C. If that consultation does not resolve the disagreement, either party may request a review of the decision with North Sound BHO within one (1) business day of the disputed refusal. This can be done by secure email or by calling North Sound BHO at 1-360-416-7013. Documentation supporting the disputed refusal will need to be submitted to North Sound BHO within three (3) business days of the initial request.
- D. North Sound BHO will review the denial as a retrospective review in consultation with the North Sound Medical Director.
- E. North Sound BHO/North Sound BHO's Medical Director will provide consultation/review findings to all parties if requested.
- F. E&T staff shall maintain documentation of all refused admissions to the regional E&Ts. At a minimum, the documentation shall include the name and date of birth of the individual refused admission, the time and date of request for admission, the time and date of the decision to refuse admission and the reason for the refusal.

ATTACHMENTS

None