5122-29-08   **Behavioral health hotline service.**

(A) Behavioral health hotline service means an agency's twenty-four hour per day, seven days per week capability to respond to telephone calls, often anonymous, made to an agency for crisis assistance. The person may or may not become a client of the agency.

(B) Behavioral health hotline service shall:

(1) Be available twenty-four hours per day, seven days per week;

(2) Make crisis intervention mental health service available by referral to another service or agency;

(3) Include, but not be limited to, the following:

(a) Short-term intervention and crisis management provided by telephone;

(b) Suicide prevention intervention;

(c) Appropriate linkages to all needed services and other community resources;

(d) Information and referral services; and

(e) A clearly identified linkage to make available immediate psychiatric and medical services when necessary.

(4) Ensure that all staff and volunteers receive training in crisis intervention;

(5) Be provided by staff qualified according to paragraph (D) of this rule; and

(6) Document the call in the "ICR" if it is known that the person calling is a person served by the agency.

(C) The agency service plan for behavioral health hotline services shall include, but not be limited to the requirements that the service:

(1) Function as part of an integrated, comprehensive system of health, mental health, and other human service providers;

(2) Ensure the ability to use and work with case management systems and pre-hospitalization screening services on a priority basis;

(3) Coordinate with the community's emergency service systems, such as hospital, fire, police, ambulance services, etc.;

(4) Maintain a current listing of available residential or housing placements that can be accessed quickly when emergency housing is needed in conjunction with a crisis intervention mental health service; and

(5) Is provided as part of the community mental health board's emergency crisis plan for the service district.

(D) Behavioral health hotline service shall be provided and supervised by staff who are qualified according to rule 5122-29-30 of the Administrative Code. The following identifies those individuals who are eligible to provide and supervise the behavioral health hotline service. Licensed, certified or registered individuals shall comply with current, applicable scope of practice and supervisory requirements identified by appropriate licensing, certifying or registering bodies:

(1) To provide the service:

(a) Medical doctor or doctor of osteopathic medicine;

(b) Physician assistant;

(c) Licensed practical nurse;

(d) Registered nurse;

(e) Master of science in nursing;

(f) Clinical nurse specialist;

(g) Nurse practitioner;

(h) Licensed occupational therapist assistant;

(i) Licensed occupational therapist;

(j) Social worker assistant;

(k) Social worker trainee;

(l) Social worker;

(m) Independent social worker;

(n) Counselor trainee;

(o) Professional counselor;

(p) Professional clinical counselor;

(q) Licensed school psychology assistant;

(r) Licensed school psychologist;

(s) Psychology intern/fellow;

(t) Psychology assistant/assistant;

(u) Psychologist;

(v) Activity therapist;

(w) Art therapist;

(x) Certified therapeutic recreation specialist;

(y) Music therapist/board certified; or

(z) Trained other.

(2) To supervise the service:

(a) Medical doctor or doctor of osteopathic medicine;

(b) Registered nurse;

(c) Master of science in nursing;

(d) Clinical nurse specialist;

(e) Nurse practitioner;

(f) Social worker;

(g) Independent social worker;

(h) Professional counselor;

(i) Professional clinical counselor;

(j) Psychology intern/fellow;

(k) Psychology assistant/assistant; or

(l) Psychologist.

Effective:

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Certification

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