

Institute on Complex Disabilities Crisis Triage Codes

Code	Description	Action	Typical Presentation
4	<p>Definite danger to life (self or others) Severe behavioral disorder with immediate threat of dangerous violence</p> <p>Probable risk of danger to self or others AND / OR</p> <p>Client is physically restrained in the Emergency Department or Jail AND/OR</p> <p>Severe behavioral disturbance</p> <ul style="list-style-type: none"> ■ Violent or aggressive (if) ■ Immediate threat to self or others ■ Requires or has required restraint ■ Severe agitation or aggression 	<p>Immediate/ Emergency</p> <p align="center">↓</p> <p>Refer Mobile Crisis Responder</p>	<p><u>Observed</u></p> <ul style="list-style-type: none"> ■ Violent behavior ■ Possession of weapon ■ Displays extreme agitation or restlessness ■ Bizarre/disorientated behavior ■ Extreme agitation / restlessness ■ Physically / verbally aggressive ■ Confused / unable to cooperate ■ Hallucinations/Delusions/Paranoia ■ Requires restraint / containment ■ High risk of absconding and not waiting for treatment <p><u>Reported</u></p> <ul style="list-style-type: none"> ■ Verbal commands to do harm to self or others, that the person is unable to resist (command hallucinations) ■ Attempt at self harm / threat of self harm ■ Threat of harm to others ■ Unable to wait safely
3	<p>Possible danger to self or others</p> <ul style="list-style-type: none"> ■ Moderate behavior disturbance ■ Severe distress ■ Very distressed, risk of self harm ■ Acutely psychotic or thought disordered ■ Situational crisis, deliberate self harm ■ Agitated / withdrawn <p>AND / OR</p> <p>Client is in the Emergency Department or Jail</p>	<p>Urgent</p> <p align="center">↓</p> <p>Refer Mobile Crisis Responder</p>	<p><u>Observed</u></p> <ul style="list-style-type: none"> ■ Agitated / restless ■ Intrusive behavior ■ Confused ■ Ambivalence about treatment ■ Not likely not to wait for treatment <p><u>Reported</u></p> <ul style="list-style-type: none"> ■ Suicidal ideation <p><u>Presence of Psychotic Symptoms</u></p> <ul style="list-style-type: none"> ■ Hallucinations ■ Delusions ■ Paranoid ideas ■ Thought disorder ■ Bizarre / agitated behavior <p><u>Presence of Mood Disturbance</u></p> <ul style="list-style-type: none"> ■ Severe symptoms of depression ■ Withdrawn / uncommunicative ■ And / or anxiety ■ Elevated or irritable mood

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<p>2</p>	<p>Moderate Distress</p> <ul style="list-style-type: none"> ■ Semi-urgent mental health problem ■ Under observation and /or no immediate risk to self or others 	<p>Semi Urgent</p> <p>Review IPP & CPP to ensure plan being followed and addresses issue. Are these plans effective?</p> <p>Are supports in place to ensure safety for next 24 hours? If no supports available, take action to ensure safety which may include use of Mobile Crisis Responder.</p> <p align="center">↓</p> <p>Refer to I/DD Crisis Coordinator for follow-up within 24 hours.</p>	<p><u>Observed</u></p> <ul style="list-style-type: none"> ■ No agitation / restlessness ■ Irritable without aggression ■ Cooperative ■ Gives coherent history <p><u>Reported</u></p> <ul style="list-style-type: none"> ■ Preexisting mental health disorder ■ Symptoms of anxiety or depression without suicidal ideation
<p>1</p>	<p>No danger to self or others</p> <ul style="list-style-type: none"> ■ No acute distress ■ No behavioral disturbance ■ Known patient with chronic symptoms ■ Social crisis, clinically well patient 	<p>Non Urgent</p> <p align="center">↓</p> <p>Refer to I/DD Crisis Coordinator</p>	<p><u>Observed</u></p> <ul style="list-style-type: none"> ■ Cooperative ■ Communicative and able to engage in developing management plan ■ Able to discuss concerns ■ Compliant with instructions <p><u>Reported</u></p> <ul style="list-style-type: none"> ■ Known patient with chronic psychotic symptoms ■ Pre existing non-acute mental health disorder ■ Known patient with chronic unexplained somatic symptoms. ■ Request for medication ■ Minor adverse effect of medication ■ Financial/social/accommodation/ relationship problems.