

CLIENT ALERT

A Client Alert is information that is entered into the ProtoCall system, to assist and inform ProtoCall staff of any interventions to be utilized with specific members. Client Alerts shall be entered into ProtoCall in the following situations:

- All DDD consumers with a crisis plan must have a client alert/crisis plan entered into ProtoCall.
- Any client who has more than 2 mobile or face-to-face crisis contacts in a 30 day period must have a client alert/crisis plan entered into ProtoCall.
- Any client who calls ProtoCall more than three times weekly must have a client alert/crisis plan entered into ProtoCall.
- Any client who the clinical team deems to be at risk should be considered to have a client alert/crisis plan entered into ProtoCall.