



BULLHOOK

Community Health Center

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POLICY AND PROCEDURE

WAITING LIST

BH002

POLICY

It is the policy of the Bullhook Behavioral Health Department to provide clients requesting services with an initial screening, assessment, and/or intake to determine the client's needs. Every effort will be made to place the client in the proper level of care immediately following the assessments. Should the proper level of care not be available due to services/programs being at maximum capacity, the client will be placed on a waiting list and the process will be as follows:

PROCEDURE:

- A. The following special population clients should not be put on a waiting list: (further clarification can be referenced in Policy ADD0006)
 - a. Pregnant injecting drug users;
 - b. Pregnant substance abusers;
 - c. Injecting drug users;
 - d. Individuals infected with the etiologic agent for acquired immune deficiency, Hepatitis B and C, tuberculosis (TB) and sexually transmitted diseases; and
 - e. Women with dependent children.
- B. Consideration for the waiting list eligibility-process will include screening, assessment, intake and orientation. This process will ensure that all clients requesting services will receive appropriate and timely-services. The clients will be placed on the waiting list according to their individual need and level of care.
- C. All licensed personnel maintaining a client base will:
 - a. Identify information with a description of needs for the client and include in the biography.
 - b. Actively monitor the waiting list as defined by appropriate clinical practices.
 - c. Continuously review the waiting list on a weekly basis.
 - d. Be responsible for the admission to services of clients on the waiting list within the appropriate level of care.
 - e. Document all contacts made with clients on the waiting list.
 - f. Follow appropriate procedures for referral to necessary care including medical and dental for clients on the waiting list.



CHIEF EXECUTIVE OFFICER

Date: 4/11/18



CHAIR, BOARD OF DIRECTORS

Date: 4/9/2018

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