



Ambulatory Clinic Policy and Procedure

Title:	Patients Who Threaten Harm to Themselves or Others	Policy Number:	6.04
		Version Number:	6
Regulation Reference:	Occupations Code § 159.004; The Joint Commission, PC.02.01.09	Effective Date:	10/2016
		Original Approval:	1/1996

POLICY STATEMENT:

It is the policy of Texas Tech University Health Sciences Center (TTUHSC) Ambulatory Clinics to provide guidance in responding to violent or threatening behavior.

SCOPE:

This policy applies to all TTUHSC Ambulatory clinics operated through its Schools.

PROCEDURE:

1. **Recognition and responsibilities:** All TTUHSC Ambulatory Clinics will promote an environment free of violent or threatening behavior. Clinic personnel are expected to maintain that environment by using good judgment when attempting to solve any potentially violent situation. Service can be denied by the provider if the situation warrants.
2. **Responding to violent or threatening behavior:**
 - a. Immediately call campus police.

Lubbock Campus PD 9-911 or push panic button

Amarillo Campus PD (806) 414-9969 or (806) 679-4392 cell

Odessa Campus PD (432)703-5156
 - b. Contact a clinic supervisor or additional personnel to assist in evacuation of other staff and patients, as needed.
 - c. Do not verbally or physically confront or try to subdue the person.
3. **Responding to Suicidal Patients or Callers**
 - a. Patients in the clinic who express suicidal thoughts or intentions to harm themselves should be immediately evaluated by an on-site provider who will determine whether a psychiatric evaluation or further action is required.
 - b. Suicidal callers should never be placed on hold or transferred to another phone. Ask another staff member to enlist the assistance of the most qualified person, see [6.04.A. Helpful Tips When Talking to Someone Who is Suicidal](#).
4. **Administrative follow-up:**
 - a. Appropriately document any medical intervention taken in the EHR.
 - b. Complete form [8.02.A. Occurrence Report](#), and forward to Director of Performance Improvement/Risk Manager or Clinic/campus designee.

c. If patient is from an agency contracted with TTUHSC for healthcare, notify the agency representative of the situation.

5. **Reporting:** Communication with a patient and all records of identity, assessment, diagnosis, and treatment of the patient are confidential. However, TTUHSC may disclose confidential information to medical or law enforcement personnel if there is a probability of imminent physical injury by the patient, to the patient, or others, or if there is a probability of immediate mental or emotional injury to the patient.

APPROVAL AUTHORITY:

This policy shall be recommended for approval by the Joint Ambulatory Policy Committee to the Council of Deans.

RESPONSIBILITY AND REVISIONS:

It is the responsibility of the Joint Ambulatory Policy Committee to review and initiate necessary revisions based on collaboration and input by and through Quality Improvement/Performance Improvement, Risk Management and the Office of Institutional Compliance.

RIGHT TO CHANGE POLICY:

TTUHSC reserves the right to interpret, change, modify, amend or rescind this policy in whole or in part at any time to reflect changes in policy and/or law.

CERTIFICATION:

This policy was approved by the Council of Deans on October 6, 2016.

ATTACHMENT:

[6.04.A – Helpful Tips When Talking to Someone Who is Suicidal](#)