

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
OFFICE OF ADMINISTRATIVE OPERATIONS – QUALITY IMPROVEMENT DIVISION
CY 2019**

SAMPLE CRISIS-RELATED TEST CALL SCENARIOS

The following are scenarios you can use to make the test calls or use as ideas to develop your own script. Please note that the following scenarios are examples of **crisis or emergency situations**.

Scenario #1 Request for Medication Refill

Hi. I hope I have called the right number because I need to have my medication refilled. I called the free health clinic and they gave me your number. I'm from out of state and relocated here to be with my boyfriend. **I'm about to run out of my "nerve" medication.** I used to see a doctor at my local free health clinic, **but haven't seen anyone since moving here two months ago.** I feel tired, I am having trouble sleeping (going to sleep), "people are getting on my last nerve", and I am "feeling stressed" because me and my boyfriend are arguing a lot. I don't have Medi-Cal yet and I want a few clinic contacts near me and the hours they are open **so that I can go there when he is out of the house.**

Scenario #2 Lost Insurance, needs to see a therapist

Howdy. I'm under a lot of stress right now, is there someone I can talk to? My parents are getting old and feeble, I just lost my job and my insurance, and on top of that I need to move as my landlord has sold the house I am renting a room in. I had insurance up until last month, but nothing now. I saw your number on a pamphlet somewhere, so that's why I am calling you for help. When I had insurance, I used **to see a therapist and the last time I saw her was two months ago.** With all these changes in my life, I am "feeling worn out", I am having headaches, can't sleep or eat. **I feel hopeless and not sure if I can continue living like this.** I do hope you can help me?

Scenario #3 Out-of-Control Child, Referral for Specialty Mental Health Services

Good day. I need some help with my 14 year old daughter. She is missing school, staying out late, hanging with the wrong crowd, and says she hates life because her mother and I are currently separated. I was trying to keep her **from running out of the house,** so I called the police. They came and interviewed us and told me to call your agency for assistance. I really don't know where to turn. Help!!

Scenario #4 Grandparent whose grandson is experiencing signs of depressed mood

Hey there. I do hope you can help me and my youngest grandson. He is 10 years old and I have noticed some changes in his mood and behavior in the last month. He moved in with me and my new husband two months ago when he was taken away from my daughter who is on drugs again. I really don't need this right now as I am already taking care of four of my daughter's other kids. He's spending an awful lot of time in his room, he seems sad and he hasn't been hanging out with his friends like he used to. **He has reduced eating and I need to force him to eat.** Both the teacher and the Principal at his school called me in for a teacher-parent conference to talk about their concerns about my grandson. They gave me your number to call.

Scenario #5 Adult child with psychiatric history

Where do I begin? I'm new to LA County. I am 65 years old and I feel like I'm 80. My issue is with my daughter. She is 39 years old and she has a history of going through phases of wanting to hurt herself or others. She has a history of cutting herself and she has been hospitalized at least 12 times over the past 10 years. She sees a psychiatrist but doesn't always take her medications. She takes Klonopin, Elavil and Lamictal. She is stable at the moment, **but what should I do if her behavior escalates to the point that I'm again scared that she may take my life???**

Scenario #6 Post hospitalization appointment and medication evaluation

How do you do? My name is XXXXX and I am calling about my son XXXX. XXXX just turned 16 and he was released from an acute psychiatric hospital three days ago. He was there for about two weeks because he took an overdose of his depression medication. **It seems like he is having a reaction to his new medication as he is sleeping more at night and appears a bit more on edge and agitated during the day.** It's been difficult getting an appointment at the psychiatric clinic down the road from me. I don't have a car, but hope this isn't an issue. Can you please tell me what are my options?

Scenario #7 Psychotropic medication request

Well hello. You seem like just the right person to help me. I am a schizo and **now I only have one day left of my medication.** I received a clinic referral, but it's for two weeks from now. **I need help with expediting this urgent matter!!!**