



ADMINISTRATIVE RULES OF MONTANA



37.106.3033 EATING DISORDER CENTERS (EDC): CRISIS TELEPHONE SERVICES

- (1) An EDC must provide crisis telephone services and comply with the following requirements:
 - (a) ensure that crisis telephone services are available 24 hours a day, seven days a week;
 - (b) an answering service or receptionists may be used to transfer calls to individuals who have been trained to respond to crisis calls;
 - (c) employ or contract with appropriately trained individuals, under the supervision of the medical director or clinical director, to respond to crisis calls; and
 - (d) ensure that a licensed mental health professional provides consultation and backup, as indicated, for unlicensed individuals responding to crisis calls.
- (2) An appropriately trained individual listed in (1)(c) is one who has received training and instruction regarding:
 - (a) the policies and procedures of the EDC for crisis intervention services;
 - (b) crisis intervention techniques;
 - (c) conducting assessments of risk of harm to self or others, and prevention approaches;
 - (d) the process for voluntary and involuntary hospitalization; and
 - (e) the appropriate utilization of community resources.
- (3) The EDC must maintain documentation for each crisis call. The documentation must include:
 - (a) the date and time of the call;
 - (b) crisis responder;
 - (c) identifying data, if possible;
 - (d) the nature of the emergency;
 - (e) risk assessment; and
 - (f) the result of the intervention.
- (4) No individual may respond to crisis calls until the EDC documents in the individual's personnel file that the individual has received the training and instruction required in (2).

Implementing statute(s): 50-5-247, MCA

History: NEW, 2018 MAR p. 2214, Eff. 11/3/18.