



# UNIFIED FIRE AUTHORITY

## MEMORANDUM

24-100

July 9, 2024

TO: All Personnel

FROM: Division Chief Ayres

SUBJECT: Patient Referral Program

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This memo is the formal announcement of 2 new patient referral programs intended to improve our organizational service delivery by connecting patients to existing services. Additionally, more detailed information will be distributed through quarterly training and LMS assignment(s). Both referral programs are available now for utilization. Unfortunately, these programs are not applicable to Eagle Mountain crews as the services are only currently provided to residents within Salt Lake County.

### 1. Salt Lake County Health Department Division of Adult & Aging Services

This program is intended to assist patients over the age of 65 (and/or their caregivers) with a variety of services, some of which, if gone unmet, often result in a 911 emergency call. A list of Adult & Aging services is [available online using this link](#). To refer a patient to one of these services, please ask them on scene if they would like SLCo to contact them about available services. If the patient or caregiver agrees, please make sure to get the patient or next of kin phone number and complete the Mobile Integrated Health – Referral form in the Electronic Health Record.

### 2. Huntsman Mental Health Institute (HMHI) Mobile Crisis Outreach Team (MCOT)

This program is intended to provide crisis intervention behavioral health services to patients who can be “medically” cleared but still require or could benefit from more targeted behavioral crisis intervention. ***Patients who need or request medical attention should be treated and transported by ambulance to a hospital emergency department.*** To utilize the MCOT resource, a responder should use the patient’s phone to call (801) 587-3000 or 988. The responder should describe the situation to the crisis call-taker and then pass the phone to the patient.

UFA responders may also choose to transport a behavioral emergency patient to the Huntsman Mental Health Institute (previously known as UNI) which is located at 501 Chipeta Way. The new crisis care center which is under construction next to the ECC is scheduled to open in the next 9 months and will be an additional transport option for behavioral health patients. Both of these facilities are able to manage patients with basic level medical needs including mild to moderate alcohol intoxication or superficial cuts with controlled bleeding, etc.

As always, be sure to document these cases completely and accurately especially if a scene release is warranted. No protocols have changed at this time, these are simply additional options available for consideration. For additional questions related to either of these referral programs, please contact Division Chief Ayres ([rayres@unifiedfire.org](mailto:rayres@unifiedfire.org) or 801-743-7244).