MENTAL HEALTH & THERAPY · CRISIS RESPONSE OPERATIONS

Crisis intervention protocol automation

This workflow automatically detects crisis indicators from patient communications and immediately escalates to appropriate intervention protocols while ensuring proper documentation and follow-up care coordination.

01 WORKFLOW TRIGGER

Patient submits crisis-related keywords or phrases through patient portal, messaging system, or intake forms

BLUEPRINT OVERVIEW

What this workflow accomplishes

This workflow connects the patient portal and secure messaging inside SimplePractice, TherapyNotes, and TheraNest to on-call clinician paging and Doxy.me urgent sessions. Automation handles keyword and risk-score detection, paging, timestamped crisis note scaffolding, follow-up booking, and the QA report. Licensed clinicians retain sole authority over severity determination, any call to emergency services or emergency contacts, and the final signed clinical record.

01

OUTPUTS

Signed crisis intervention note, Emergency contact notification log, 24 to 48 hour follow-up bookings, Safety plan sent to patient, QA crisis response report

02

SUCCESS MEASURES

Detection to clinician contact time, Follow-up attendance rate, Cases resolved without hospitalization, False positive keyword rate

03

CORE SYSTEMS

SimplePractice, TherapyNotes, TheraNest, Doxy.me

HOW TO USE THIS BLUEPRINT

Practice owners and clinical directors: set the keyword and risk-score thresholds, name the on-call rotation, and sign off on who may authorize a welfare check.

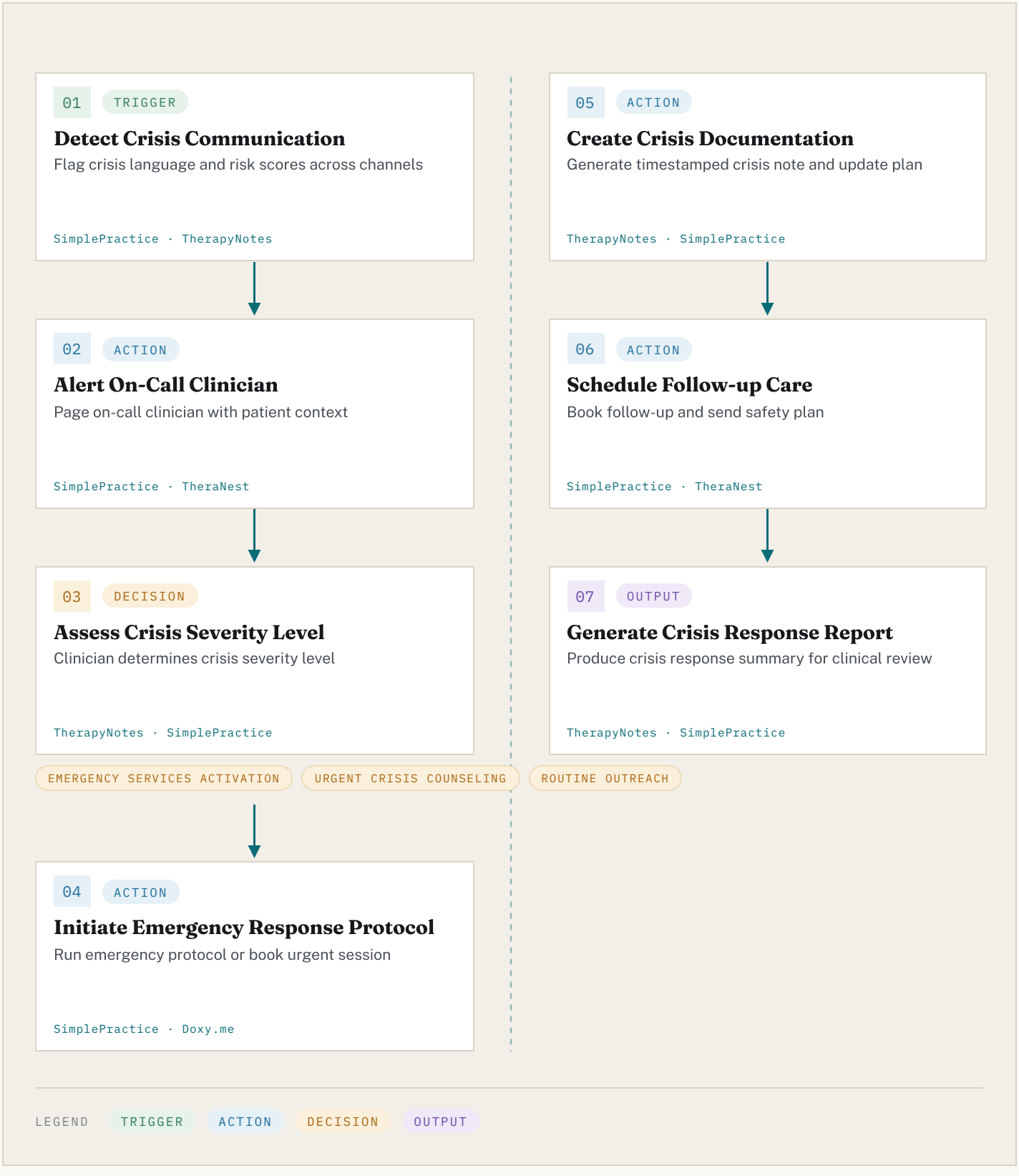
Clinicians and on-call responders: work stages three through six live, override any automated severity score, and sign the crisis note before it locks.

Implementation teams: wire detection, paging, and documentation inside the existing EHR under the BAA, and never route protected health information through unsecured SMS bodies.

THE WORKFLOW

End-to-end stage map

Seven stages run from detection of crisis language through the quality assurance report, with every clinical judgment held by a licensed human. The decision point at stage three governs whether the case routes to emergency services activation or to urgent crisis counseling.



IMPLEMENTATION DETAIL

Stage-by-stage breakdown

Each stage states the operational intent, the human control point, and the systems likely to take part. System names are examples, not a required architecture.

01 TRIGGER

Detect Crisis Communication

AI monitoring system identifies crisis keywords, phrases, or risk assessment scores from patient communications across all channels. Keywords include suicide ideation, self-harm, violence, or substance abuse emergencies.

CONTROL POINT

The clinical director approves the keyword and risk-score threshold list quarterly and reviews flagged false positives.

SYSTEMS SimplePractice TherapyNotes

02 ACTION

Alert On-Call Clinician

System immediately sends priority notifications to on-call therapists and clinical supervisors via multiple channels including SMS, email, and app notifications. Includes patient details and crisis context.

CONTROL POINT

The on-call clinician must acknowledge the page within the stated window or the alert escalates to the clinical supervisor.

SYSTEMS SimplePractice TheraNest

03 DECISION

Assess Crisis Severity Level

Clinician reviews automated risk assessment scoring and determines if immediate emergency services are needed or if crisis counseling session should be scheduled. System branches based on severity determination.

CONTROL POINT

Only the licensed on-call clinician sets severity; the automated risk score is advisory and can be overridden with a documented rationale.

SYSTEMS TherapyNotes SimplePractice

04 ACTION

Initiate Emergency Response Protocol

For high-severity cases, system automatically contacts emergency services and family emergency contacts while documenting all actions taken. For moderate cases, schedules urgent same-day or next-day appointments.

CONTROL POINT

No call to 988, local crisis team, or emergency contact goes out without the clinician pressing authorization and naming the duty-to-warn basis.

SYSTEMS SimplePractice Doxy.me

COMPLETION AND MEASUREMENT

Closing stages and results

The closing stages preserve the crisis note, the safety plan handoff to the primary therapist, and the response-time record used in clinical review.

05 ACTION

Create Crisis Documentation

System automatically generates crisis intervention notes with timestamps, actions taken, and assessment details in HIPAA-compliant clinical documentation. Updates patient treatment plan with crisis history.

CONTROL POINT

The responding clinician edits and signs the crisis note; the treatment plan update stays in draft until signature.

SYSTEMS TherapyNotes SimplePractice

06 ACTION

Schedule Follow-up Care

Automatically schedules follow-up appointments within 24-48 hours and sends safety plan resources to patient. Alerts primary therapist if different from crisis responder.

CONTROL POINT

The primary therapist confirms the follow-up slot and reviews the safety plan before it is released to the patient.

SYSTEMS SimplePractice TheraNest

07 OUTPUT

Generate Crisis Response Report

System produces comprehensive crisis intervention summary for clinical review and quality assurance. Includes response times, actions taken, and follow-up care coordination details.

CONTROL POINT

The clinical supervisor reviews each report in weekly case consultation and signs off on protocol changes.

SYSTEMS TherapyNotes SimplePractice

DELIVERABLES

- Signed crisis intervention note
- Emergency contact notification log
- 24 to 48 hour follow-up bookings
- Safety plan sent to patient
- QA crisis response report

KEY METRICS

- Detection to clinician contact time
- Follow-up attendance rate
- Cases resolved without hospitalization
- False positive keyword rate

IMPLEMENTATION CHECKS

- BAA covering all paging channels
- No PHI in SMS body
- On-call rotation and backup escalation
- Note locking and amendment trail
- Minimum necessary access per role

NEXT STEP

Turn this blueprint into an implementation plan.

Map each stage to your own systems, permissions, and approval routing before selecting tools or building automation.

packfoundry.app/assessment

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