



# First Responder in Crisis: “Room 16 Protocol”

This protocol aims to be a safety net that eliminates barriers to seeking treatment during a time of crisis.

*We want to ensure that ALL First Responders can safely and privately access the mental health care they deserve in the event of a mental health crisis. This includes Fire, EMS, LEO, and Dispatchers.*

## How Does it Work?

Either the first responder in crisis, or a peer support specialist will place a phone call to a secure landline at any St Elizabeth campus and ask to initiate a “Room 16 protocol”.

What Happens when you arrive at the ED?

- Your name will not appear on our track board through Epic. It will show only as “Private Encounter.”
- You will not enter through the ED waiting room. Instructions will be given as to a point of entry when the initial call is placed.
- Hospital protocols will be followed. You will be screened for weapons and asked to change into scrubs.
- You will be escorted to a private room by our security team and nursing staff.
- You will be evaluated by a provider for either admission or discharged with the appropriate resources for follow-up care.

## Secure ED phone numbers:

Covington: 859-261-1386, Dearborn: 812-537-5647, Edgewood: 859-301-2057, Florence: 859-292-7320  
Ft. Thomas: 859-344-3025, Grant: 859-824-8160