



## Bethesda Butler First Responder in Crisis Room 16 Protocol

### ADMISSION THROUGH THE EMERGENCY ROOM



#### Bethesda Butler Room 16 Protocol is for a first responder in crisis.

Please make sure the patient has secured any weapons prior to coming to the hospital. The patient may need to be searched for weapons upon arrival. This is for the safety of the hospital staff and the first responder.

### Bethesda Butler Emergency Line: 513-893-8163

Address: 3075 Hamilton Mason Rd, Hamilton, OH 45011

- Call **513-893-8163** and tell them you are bringing a first responder into the ER who is suicidal. Enter through the ambulance bay and park opposite the ambulance bay on the curb side of the driveway. When you arrive at the ambulance bay, security will meet you at the door.
- Entrance for the first responder in crisis is through the Decontamination Room door (marked 12). Every effort is made to ensure they do not need to walk through the ER, but if the Decontamination Room is occupied, we will walk the first responder to another room.
- Call as soon as you believe you may use the Room 16 Protocol. This allows the Charge Nurse and staff time to make sure Decontamination Room is available when you arrive at the ambulance bay.
- Please note: If the room is not available, the charge nurse will make other accommodations.
- A peer supporter should wait with them if they are placed in this room. Once the Decon Room becomes available, the first responder will be moved into this room.
- If the First Responder does not have a support person with them, the ER staff may give them their phone back to make a call to a peer supporter/wellness coordinator/family member,

**The patient will be medically screened by the Emergency Department Physician.  
Psychiatric Intake will then be set up electronically to evaluate the patient.**

#### As part of the medical screening. The Doctor will determine: Do they need detox?

**Yes** - Patient will be observed until sober which may take 4-10 hours depending on the amount of alcohol consumed prior to being admitted.

**No** - The Psychiatric Intake will be done next.

#### Psychiatric Intake Next Steps:

##### Do they need In-patient hospitalization?

**Yes** - Good Sam Inpatient Hospitalization is the preferred referral for admissions, ensuring a quicker, smoother process within the same network. The provider may discuss other options. Patients must wear hospital-assigned clothing and store personal items in a locker. Please allow time for them to arrange leave, FMLA, or vacation needs.

**No** - The patient will be released with referrals to appropriate clinical care. All patients screened under the Room 16 Protocol will receive information on accessing PinPoint Behavioral Health, the UC Stress Center, and/or a reminder to contact their current mental health provider, if applicable.

#### Referral for Residential Care

Medically indicated referrals for inpatient residential care should be coordinated through the department wellness coordinator, Amy Foley, Pete Gardner, or the treating clinician. They can provide culturally competent 30-, 45-, or 90-day treatment options. You may also consult the TSPST website's vetted clinical treatment list.

ER Protocol 12-07-25|



**TRI-STATE**  
PEER SUPPORT TEAM

## Facts about the Good Samaritan Behavioral Health Floor

- A 72-hour ER hold can be reevaluated once the first responder is seen by a psychiatrist on the Behavioral Health Unit.
- Patients are regularly reassessed for suicidality and may be discharged once deemed safe.
- Ask whether the patient would like the peer listed on the Release of Information.
- The inpatient program is not first-responder specific but provides more privacy than many other facilities.
- First responders meet daily with a psychiatrist.
- Nursing staff manage day-to-day needs on the unit.
- Social workers oversee discharge planning.
- Occupational and recreational therapists provide group therapy, which is optional but strongly encouraged.
- Rooms include single and double options, with efforts made to give first responders a single room when possible.

## Discharge Connection from In-Patient Services to Clinical Services

### **Butler County Options**

- PinPoint Behavioral Health Intake Line: 513-520-2532, Hours: Monday–Friday, 0800–1700
- Leave a message stating the referral is part of the Bethesda Butler Room 16 First Responder in Crisis Protocol and that the first responder needs to be seen as soon as possible.
- A PinPoint representative will return the call within 24 hours or the next business day.
- The first responder's healthcare benefits may cover these services; details can be discussed when scheduling.

### **Cincinnati Options**

- UC Stress Center Intake Line: 513-585-5872, Hours: Monday–Friday, 0800–1700
- Leave a message stating the referral is part of the Room 16 First Responder in Crisis Protocol and that urgent scheduling is needed.
- UC Stress Center will return the call within 24 hours or the next business day.
- The first responder's healthcare benefits will cover these services.
- For those without insurance or with financial hardship, the UC Stress Center can provide scholarship funding to cover care costs.

## Peer Supporter Considerations

### **Use Active Listening Skills to reassure the first responder:**

- I appreciate your sharing that with me.
- Thank you for trusting me that you are feeling that way.
- You did the hard thing- now let's get you help.
- You deserve to be here getting help. You are important to me, to your family and your department.

Expect the first responder to become irritable, angry, or to backpedal after acknowledging their feelings. Keep conversations brief and avoid engaging in tirades; gently redirect them to the importance of being in a safe place and receiving professional care. Encourage them to:

- Focus on what they need for healing
- Lean into treatment and what it offers
- Use supportive statements such as: "I'm going to get off the phone so you can use this time to concentrate on YOU."
- Reduce family stress by reminding loved ones that the responder is where they need to be.
- If the first responder has family or personal duties, offer to help manage them.

### **Describe the process to them:**

- At Bethesda Butler County, you will enter through the Decontamination Door, not the main ER; you may wear a hoodie and mask if you prefer.
- You'll be taken to a private room with full walls, not a curtained bay, and asked to confirm you have no weapons.
- A medical doctor will complete a physical exam, including a detox assessment.
- A clinician will conduct a telehealth evaluation to determine the appropriate level of care.
- Outpatient referrals connect you to your clinician or a nearby provider; inpatient referrals go to Good Sam or another approved option.
- If inpatient care is needed, referral will be made to Good Sam in Clifton, or another approved option.
- This is a brief step in your long-term recovery, and you are not alone.

If they ask for help notifying their department, share only minimal information. Help cover shifts if needed. When others ask, respond with supportive statements like, "They'll let you know when they're ready" or "Everything is being taken care of."