

SAMPLE CRISIS-RELATED TEST CALL SCENARIOS (CY 2017)

Scenario #1 Request for Medication Refill

Hi. I hope I have called the right number because I need to have my medication refilled. I called the free health clinic and they gave me your number. I'm from out of state and relocated here to be with my boyfriend. **I'm about to run out of my "nerve" medication.** I used to see a doctor at my local free health clinic, **but haven't seen anyone since moving here 2 months ago.** I feel tired, I am having trouble sleeping (going to sleep), "people are getting on my last nerve", and I am "feeling stressed" because me and my boyfriend are arguing a lot. I don't have Medi-Cal yet and I want a few clinic contacts near me and the hours they are open **so that I can go there when he is out of the house.**

Scenario #2 Lost Insurance, needs to see a therapist

Howdy. I'm under a lot of stress right now, is there someone I can talk to? My parents are getting old and feeble, I just lost my job and my insurance, and on top of that I need to move as my landlord has sold the house I am renting a room in. I had insurance up until last month, but nothing now. I saw your number on a pamphlet somewhere, so that's why I am calling you for help. When I had insurance, I used **to see a therapist and the last time I saw her was 2 months ago.** With all these changes in my life, I am "feeling worn out", I am having headaches, can't sleep or eat. **I feel hopeless and not sure if I can continue living like this.** I do hope you can help me?

Scenario #3 Out- of -Control Child, Referral for Specialty Mental Health Services

Good day. I need some help with my 14 year old daughter. She is missing school, staying out late, hanging with the wrong crowd, and says she hates life because her mother and I are currently separated. I was trying to keep her **from running out of the house,** so I called the police. They came and interviewed us and told me to call your agency for assistance. I really don't know where to turn. Help!!

Scenario #4 Grandparent whose grandson is experiencing signs of depressed mood

Hey there. I do hope you can help me and my youngest grandson. He is 10 years old and I have noticed some changes in his mood and behavior in the last month. He moved in with me and my new husband 2 months ago when he was taken away from my daughter who is on drugs again. I really don't need this right now as I am already taking care of 4 of my daughter's other kids. He's spending an awful lot of time in his room, he seems sad and he hasn't been hanging out with his friends like he used to. **He has reduced eating and I need to force him to eat.** Both the teacher and the Principal at his school called me in for a teacher-parent conference to talk about their concerns about my grandson. They gave me your number to call

Scenario #5 Adult child with psychiatric history

Where do I begin? I'm new to LA County. I am 65 years old and I feel like I'm 80. My issue is with my daughter. She is 39 years old and she has a history of going through phases of wanting to hurt herself or others. She has a history of cutting herself and she has been hospitalized at least 12 times over the past 10 years. She sees a psychiatrist but doesn't always take her medications. She takes Klonopin, Elavil and Lamictal. She is stable at the moment, **but what should I do if her behavior escalates to the point that I'm again scared that she may take my life???**

Scenario #6 Post hospitalization appointment and medication evaluation

How do you do? My name is XXXXX and I am calling about my son XXXX. XXXX just turned 16 and he was released from an acute psychiatric hospital 3 days ago. He was there for about 2 weeks because he took an overdose of his depression medication. **It seems like he is having a reaction to his new medication as he is sleeping more at night and appears a bit more on edge and agitated during the day.** It's been difficult getting an appointment at the psychiatric clinic down the road from me. I don't have a car, but hope this isn't an issue. Can you please tell me what are my options?

Scenario #7 Psychotropic medication request

Well hello. You seem like just the right person to help me. I am a schizo and **now I only have one day left of my medication.** I received a clinic referral, but it's for two weeks from now. **I need help with expediting this urgent matter!!!**