University Health Care
Neurobehavior HOME Program

Crisis Process

Crisis Event

Is it a Life Threatening Emergency?

(EXAMPLES: chest pain, stroke, heavy bleeding, poisoning, breathing problems, unconscious, prolonged seizures, broken bones, severe allergy, etc.)

Yes → Call 911 or go to the nearest Emergency Room. → Call HOME at (801) 581-5515 as soon as possible with information.

No ↓

Is the crisis event during business hours?
(Monday – Friday 8 a.m. – 5 p.m.)

Yes → Call HOME at (801) 581-5515 or call your Case Manager. → You will receive direction on what to do.

No ↓

Call after hours crisis support at (801) 583-2500 and state:

"I have an urgent question about a HOME patient."

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You will be asked if the crisis is medical or mental health.

You can expect a call from an on-call medical or mental health doctor from the University Health Care Network.

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You will receive help over the phone or be advised where to go. → Your call will be discussed with your health care team at the HOME Program. → You can expect a follow up call from the HOME Program the following business day.