At Risk Alert for *After-hours Counsellor*

Optum Counsellor:	Date:
Counsellor's Phone No.:	Region:
Submission Date:	Deletion Date:

Reason For Alert

Check all that apply.

- ☐ Client is Suicidal
- ☐ Client is homicidal/violent
- ☐ Client demographics needed
- ☐ Specific intervention needed
- ☐ FYI: Client status report
- ☐ To update prior alert
- ☐ Client in Special Program
- ☐ Provide referral/appt. info
- ☐ Client is a frequent caller
- ☐ Limit number of calls
- ☐ Limit call duration

Client Identification Section

Client First & Last Name:	
Street Address, Apt. Number; City, State, Zip Code:	
Home Phone:	
Work Phone (if applicable):	
Gender:	☐ Male ☐ Female
Date of Birth (or Age):	
Client's Counsellor or Case Manager (if applicable):	
Employer (if applicable):	
Special Program Participant (if applicable):	
If yes, Program Name and instructions as appropriate:	

Situation Description Section

If applicable, include: ▪ Information about suicide or violence potential (describe history, weapon access, etc.) ▪ Other information such as mental health diagnosis, recent hospitalization, medication, drug/alcohol issues, health condition, living situation, etc.	

Telephone Intervention Description Section

ProtoCall's standard telephone intervention procedures include crisis assessment and stabilization. Describe additional desired interventions such as: limiting number or duration of calls, redirecting client to own clinician or self-care plan, referring to specific facility, contacting on-call, providing specific referral or other information, etc.	

Fax completed form to Optum – Burnaby: (604) 432-1555

After 5:30 pm weekdays; after 4:00 pm Saturdays; and full day Sundays & Stat. Holidays, PLEASE ALSO CALL ProtoCall; our after-hours services at 1-877-572-6458 to provide verbal notification of this Risk Alert. Our Account No. with ProtoCall is 458.