What to do in a Psychiatric Crisis in Marion County, Indiana

A psychiatric crisis includes but is not limited to: a person who is suicidal or is having suicidal/homicidal thinking and/or behavior, acute psychotic symptoms, sudden change in mental status, violence, or who is gravely disabled and unable to manage his or her daily living.

1. Name and location of your Community Mental Health Center:
   
   Behavior Corp
   637 Pro-Med Lane
   Carmel, IN 46032
   317-587-0500
   Crisis Line: 317-574-1234, 1-800-560-4038

   BehaviorCorp (Westside Outpatient Office, Marion County)
   5525 Georgetown Road, Suite E
   Indianapolis, IN 46254
   317-328-5800

   BehaviorCorp (Willowbrook Outpatient Office, Marion County)
   2506 Willowbrook Parkway, Suite 300
   Indianapolis, IN 46205
   317-257-3903.

   BehaviorCorp Deaf Outpatient Services, (Marion County
   2506 Willowbrook Parkway, Suite 111,
   Indianapolis, IN 46205

2. Serving the following 3 Counties:

   Boone, Hamilton, Northern Marion County (Pike and Washington Townships)

3. The following answers are for Marion County

4. Respondent’s name/title, phone
   
   Lou Ann Lemaire-Pyle
   Supervisor, Crisis and Central Intake
   317-587-0563, 800-560-4038.

5. Who is the first person one should call in a crisis?

   BehaviorCorp Crisis 317-574-1252 or 1-800-560-4038 can be used as the first person a family/friend should call in a crisis:

   If there is any concern about imminent danger, we advise family/friends to contact 911 first and request a CIT officer. Then we advise they contact the treatment provider or crisis service of the treatment provider (if the person is currently in treatment) to inform them that 911 has just been contacted. If the person is not in treatment, we advise family/friends to contact the crisis service of one of the Community Mental Health Centers serving Marion County (usually the CMHC closest to the residence of the person involved.) These providers/Community Mental Health Centers/Crisis Services will advocate on behalf of the family/friends/person; communicate with law enforcement
as needed; assist and coordinate the next steps in the process, (contact an emergency room if needed; arrange for emergency psychiatric evaluation if needed).

If immediate danger is not a concern, family/friends should contact the person’s mental health provider or crisis service of the mental health provider if the person currently has a treatment provider. If the person is not in treatment, we advise family/friends contact: The crisis service of one of the Community Mental Health Centers serving Marion County (usually the CMHC closest to the residence of the person involved; BehaviorCorp, Adult and Child MHC; Gallahue MHC; Cummins Behavioral Health, Midtown MHC.) or Mental Health America of Greater Indianapolis.

6. **What does this county advise the involved relatives/friends/neighbors of those in crisis to do for those who ARE COOPERATIVE?**

If the person is COOPERATIVE, the best thing to do is: contact their mental health provider or the crisis service of their mental health provider. The mental health provider will work with the family to determine the appropriate intervention. Appropriate interventions may include but are not limited to:

1. An appointment with the psychiatrist or therapist within 24-48 hours.
2. A medication recommendation/adjustment
3. More frequent, more intensive services with the provider(s)
4. Inpatient stabilization

If the person does not have a mental health treatment provider, we would advise contact with:

1. The crisis service of one of the Community Mental Health Centers serving Marion County (usually the CMHC closest to the residence of the person involved.)
2. Mental Health America of Greater Indianapolis
3. NAMI-Indiana (local chapter)

7. **What does this county advise involved relatives/friends/neighbors of those in crisis to do for those who ARE NOT COOPERATIVE?**

If the person is NOT COOPERATIVE, the best thing to do is: In the case of imminent danger, family/friends should contact 911 and request a CIT officer. Family/friends should explain to dispatch that they are calling about a family member or friend who has a mental illness and is experiencing a crisis. The family/friend should tell dispatch the diagnosis of the person and should be very specific in describing the nature of the crisis: the behaviors, symptoms. Law enforcement will want to know if the person has weapons or is likely to be combative. (An example of a conversation with law enforcement might be: “My brother has a diagnosis of schizophrenia. He is in treatment with BehaviorCorp but has refused to go for 6 weeks. He has been very paranoid for three days, not eating or sleeping. He feels my mother and me are trying to kill him and he just took a knife and ran to his room and has barricaded himself there. He also has been sleeping with a knife under his bed. We are worried that he may harm himself or us. We need a CIT officer to come to the residence. We may need the officer to place him on an Immediate Detention and take him to the hospital for an emergency psychiatric evaluation.”)

If family or friends feel they have time to contact the person’s treatment provider, we advise this first. If the person does not have a treatment provider, we advise they contact the closest
Community Mental Health Center Crisis Service. The provider or Crisis service will be asking questions specific to a “risk assessment”. The family/friends should be prepared to answer questions regarding the person’s diagnosis, medications, current symptoms/behaviors, brief history of risk behaviors and hospitalizations, substance abuse history, where the person is located now, what they are doing now. The crisis therapist will guide the family/friends through these questions to determine the appropriate intervention. REMEMBER, treatment providers and law enforcement are now asking questions to determine if the person meets the “legal” criteria to warrant an involuntary psychiatric/ crisis evaluation. Immediate Detention: (initiated by law enforcement for involuntary hospitalization); Emergency Detention: (initiated by a petitioner such as family/friend/treatment provider; a Physician/Psychiatrist; and signed and ordered by a county judge.)

8. What does this county recommend relatives/friends/neighbors of those in crisis to do if the person does not have a mental health care provider?

If the person does not have a mental health care provider, we advise they contact: The crisis service of one of the Community Mental Health Centers serving Marion County (usually the CMHC closest to the residence of the person involved: BehaviorCorp; Adult and Child MHC; Gallahue MHC; Midtown MHC.) Mental Health America of Greater Indianapolis. NAMI (local affiliate)

9. What hospital Emergency Room serves this county?

The hospital Emergency Rooms that serve Marion County are:

Community Hospital East
1500 N Ritter Avenue
Indianapolis, IN 46219
317-355-1411

Community Hospital North
Clearvista Drive
Indianapolis IN 46256
317-621-5052, and

Community Hospital North Psychiatric Pavilion
7165 Clearview Dr.
Indianapolis, IN 46256
317-621-5700.

Methodist Hospital Psychiatric Services
1601 N. Senate Blvd.
Indianapolis, IN, 317-962-2622

St Francis Hospital
8111 S. Emerson
Indianapolis, IN 46237
317-865-5000

St. Vincent Hospital Stress Center
8401 Harcourt Rd.
Indianapolis, IN 46260
317-338-4800
Wishard Hospital Emergency, (this is a county hospital)
1001 W 10th Street
Indianapolis, IN 46202
317-630-6961. They also have a Psychiatric E.R. 317-630-7713

10. How does this county handle a person in a psychiatric crisis who *refuses* voluntary placement, and his health care provider recommends hospitalization? Describe the process by which petitions for emergency evaluation and/or involuntary hospitalization may occur without a judge?

If the person in crisis *REFUSES* voluntary placement, and his health care provider recommends hospitalization, but no judge is available – It is difficult to guarantee hospitalization for a person who meets all the legal and clinical criteria for involuntary hospitalization *without* the judge’s order (Emergency Detention). The other option, and the option we often recommend in the presence of immediate danger, is the Immediate Detention. Immediate Detention can only be initiated by a law enforcement officer. Family/friends, the mental health provider, or crisis service (as identified in above responses will contact 911. We always recommend asking for a CIT officer. Although a CIT officer may not be available to respond, dispatch is aware of CIT and the use of this term will indicate to law enforcement the type of emergency to which they will be responding. Once on the scene, law enforcement will determine if the situation meets their interpretation of the legal criteria for an immediate Detention: reasonable grounds to believe that an individual is mentally ill, dangerous, and in immediate need of hospitalization and treatment. This often means the officers believe they must witness/observe the dangerous behavior. The only option then is to pursue the Emergency Detention. Please note that an Immediate Detention (ID) does not guarantee hospitalization. It guarantees an emergency psychiatric evaluation, which must be completed within 24 hours of the initiation of the ID, after which a psychiatrist determines if the individual still meets the criteria for involuntary hospitalization. If the evaluation indicates there are no longer sufficient criteria for involuntary treatment, the individual will be released back to home following the evaluation with referrals and recommendations for treatment. The immediate evaluation may be completed within 2 – 4 hours.

11. Describe the process by which petitions for emergency evaluation and/or involuntary hospitalization may occur with a judge

With a judge available, there are 3 parts to the 72-hour Emergency Detention Petition/Document:

1. The signed Petitioner’s Statement (Family, friend, provider – someone with direct knowledge of the symptoms and behaviors warranting the emergency detention.)

2. The signed Physician’s Statement (the psychiatrist/physician requesting the ED based on the facts presented by the petitioner.)

3. The signed order of the Judge authorizing law enforcement to issue the ED warrant to the individual and transport that individual to the identified facility/hospital for evaluation. The individual can be detained in the hospital for up to 72 hours, excluding weekends and holidays.

The Process:

1. Family/friend should contact a mental health provider/CMHC Crisis service who will advise and facilitate the process. In most cases, the family/friend will be asked to come in to one of our offices to complete the Petitioner’s statement.
2. The psychiatrist will complete the Physician’s statement based on the facts stated in the Petitioner’s statement.

3. The completed ED document is then faxed to the bailiff in the Mental Health Court, Superior Court #8 located in City-County Building in Indianapolis. (Faxing is the quickest way to expedite the process. Sometimes the petitioner will be asked to deliver the Emergency Detention papers to the judge in person.)

4. The petitioner will receive a copy of the ED.

5. The mental health provider will contact the hospital (Community North Hospital) to reserve a bed for the individual and provide the hospital with clinical information regarding the ED and the admission.

6. The judge signs the order and issues this order to law enforcement to apprehend the individual and transport him/her to the designated facility /hospital. BehaviorCorp hospitalizes at Community North Hospital.

7. Law enforcement (Marion County Sheriff or IMPD, determined by the location of the individual to be detained) go to the location, explain the Emergency Detention to the individual, place the individual in handcuffs (by law) for safe transportation to the hospital for admission. The individual receives a copy of the ED petition.

* This process is time consuming; sometimes 4 hours or more. Law enforcement sometimes is unable to gain access into the residence of the individual or the individual is not home when police attempt to serve the ED. Police will try the following day. The police may attempt to serve the ED for several days. The urgency of a situation may leave the family with the police via 911 as their only option for immediate help - because the law enforcement officer has the unique authority to bring a person to the hospital for an evaluation against their will by initiating an Immediate Detention at the scene.

12. How does one file a petition in this county during non-court hours?

In Marion County, it is very unlikely that an Emergency Detention could be filed during non-court hours. We advise family/friends to call their mental health provider or CMHC Crisis Line and use 911; ask police to assess for an Immediate Detention.

13. Do you have a Crisis Intervention Team (C.I.T.) in your area? These are emergency responders who are specially trained to handle mental health cases and to evaluate people in crisis.

Marion County law enforcement has had extensive CIT training. They do not have an identified team, but we always request a CIT officer when calling 911. There may not be a CIT trained officer available.

14. Who handles the qualified pick-ups for involuntary holds?

Marion County uses the Marion County Sheriff’s Department and IMPD. Who handles the pick-up is determined by the police district where the individual to be apprehended is located. A CIT officer will be used if there is one available. Otherwise, any available officers will be used.

15. Do you do face to face assessments after hours?
BehaviorCorp has a contract with Community North Hospital Psychiatric Pavilion Crisis Department for face to face evaluations after hours. They also hospitalize individuals there and maintain a BehaviorCorp psychiatrist and inpatient liaison full time at that location. We have a 24-hour Crisis Service. Referrals to Community North Hospital Psychiatric Pavilion Crisis Department for emergency evaluations are coordinated and facilitated by BehaviorCorp Crisis Service. We recommend family/friends wanting to access BehaviorCorp first contact our crisis number to ensure that most appropriate and efficient referral process. Community North Hospital provides inpatient beds for five different mental health providers/centers and the process is much smoother when an appropriate referral has been made and Community North Hospital is aware of which CMHC/provider is responsible for the individual’s care.

16. How does one get an emergency evaluation form/petition in this County?

The law enforcement officer should have emergency evaluation forms/petitions. If they do not, when they arrive on the scene, Community North Hospital Psychiatric Pavilion has them and the officer can complete it when they bring the individual to the hospital. BehaviorCorp also has copies of the ID form

Emergency Detention (72-Hour Hold) forms/petitions - BehaviorCorp has copies of the forms/petition. Most hospitals have copies as does Marion County Court.

17. Where does one file a completed emergency evaluation form/petition in this County?

The petition is filed with the Marion County Court. BehaviorCorp usually handles this for the family/friends by faxing the papers to the court to be processed and filed. The process has been described in answer # 7.

18. Do you ask the caregiver bringing a patient to your care for any and all mental health history and/or recently observed behavior?

BehaviorCorp asks caregivers to share information that will be helpful in assessing the individual and developing an intervention/treatment plan. They may bring in this information or they may report what they know verbally. We will ask about recent behavior and specific questions related to dangerousness, risk, and mental status. We do ask for medication information. A list of medications is very helpful.

Additional information: It is important that family/friends understand the processes and the terminologies to use when seeking help for a loved one in a psychiatric crisis. We always recommend contacting the CMHC Crisis Service/mental provider for assistance and advocacy. Families/friends need not walk this road alone.

Family/friends should understand that the law often determines how a mental health provider can respond. The criteria for an Immediate Detention and Emergency Detention is specific, and though the civil rights of all individuals should be protected and respected, this sometimes forces family/friends/providers/the individual to endure the frustration of “watching/waiting” for signs of further psychiatric decline and increased risk. Ideally, police will use their authority to initiate an Immediate Detention when family/friends and particularly mental health professionals are advocating for it and providing clinical history that justifies this action.

19. Is there a Mental Health America in your area?
There is a Mental Health America in this area - The Mental Health America of Greater Indianapolis. 317-251-0005. They assist people in crisis, and provide a 24-hour crisis assistance.

It is more than likely that, if you haven't had the benefits of the support and education about mental illness that the National Alliance on Mental Illness (NAMI) can provide (without cost to you), getting in touch with us would be of immense value to you. If you don't know whether there is a NAMI local affiliate in your area, you can find this out either by contacting NAMI Indiana at 1-800-679-6442, or by visiting the NAMI web site (www.nami.org), and click on State & Local NAMIs. If there is no local affiliate close by, NAMI Indiana is eager to talk to you about helping you to form one. Contact Pam McConey at 1-800-679-8422 or at pmcconey@nami.org for more information about this possibility. To find out more about the various activities of NAMI Indiana, log on to www.namiindiana.org.