

Hope Health Alliance, Inc.
Peer Enhanced Emergency Response Services (PEERS)

On-Scene Services

Responding as a behavioral quick response unit to initiate the “PEERS” program:

EMR

1. Completes primary medical assessment/survey
2. Review necessary history of the patient
3. Treat minor injuries, per local protocol
4. Contact online medical control or Initiate Telemedicine
5. Decide whether to initiate Peer Support Specialist (PSS) services
6. Complete documentation
7. Advise dispatch of EMS cancellation and move to PSS services

PSS

1. Review/Create written plans (safety, WRAP, etc)
2. Provide helpful dialogue to assist patient through current situation
3. Help patient make follow-up actions and appointments
4. Provide referrals for community providers/resources
5. Complete documentation
6. Advise dispatch of clearing scene of all crews, advise local hospital

Hospital Services

Provider (medical) - at local facility

1. Medically evaluate, tests, etc. for clearance
2. Manage mental health (with consultation or turn over to telehealth provider)

Social Worker - at local facility

1. Help the patient make follow-up actions and/or appointments
2. Provide referral for community providers/resources
3. Apply for Medicaid and other benefits

PSS

1. Review / Create written plans (safety, WRAP, etc.)
2. Provide helpful dialogue to assist patient through current situation.

*PSS may be utilized for discharging planning per facility request.

Community Follow-up Services

PSS

1. Review/Create written plans (safety, WRAP, etc)
2. Provide helpful dialogue to assist patient through current situation
3. Assist patient to make follow-up actions and appointment
4. Provide referrals for community providers/resources
5. Follow-up on benefits applications
6. Link to Mental Health Center for case management, etc., if wanted by patient
7. Link to local or telehealth providers for medication management and therapy