

# COUNTY OF YOLO

## HEALTH AND HUMAN SERVICES AGENCY

### POLICIES AND PROCEDURES

#### SECTION 5, CHAPTER 11, POLICY 023

#### NURSING WALK-IN CLINIC PROTOCOL

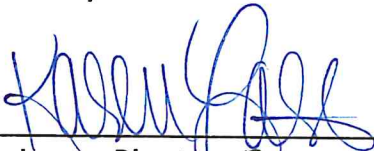
- A. PURPOSE:** To ensure that clients receiving services at Yolo County Health and Human Services Agency (HHSA) clinics have access to a nursing walk-in clinic for non-emergent conditions, and may be referred for urgent psychiatrist visit if deemed necessary by the nurse during the walk-in nursing visit.
- B. FORMS REQUIRED/ATTACHMENTS:** N/A
- C. DEFINITIONS:** N/A
- D. POLICY:** The nursing walk-in clinic is primarily for known HHSA clients experiencing semi-urgent, but not emergent, conditions that can be managed through brief intervention by seeing the nurse in between their scheduled appointments with the treating psychiatrist, nurse practitioner (NP), or physician assistant (PA). The walk-in clinic with the nurse is not a comprehensive evaluation; it is problem-focused, addressing the urgent need.
- E. PROCEDURE**
1. Walk-in clients will be seen by a nurse from 8:00 AM – 11:00 AM, Monday through Friday, except holidays.
  2. Each client will be scheduled for 30 minutes with the nurse. The nurse will determine the urgent need and discuss with the primary treating psychiatrist or on-call psychiatrist.
  3. The nurse will determine if the walk-in client requires an urgent psychiatrist appointment.
  4. Urgent walk-in clients can be seen by a psychiatrist/NP/PA if deemed necessary by the nurse, at times blocked for urgent follow up (as below) or any unscheduled time. Every effort will be made to have clients follow up with their assigned psychiatrist/NP/PA; if that person is not available, they will be scheduled in the first available appointment. Appointments will be 30 minutes for clients with their treating psychiatrist/NP/PA, or 60 minutes for a cross-covering psychiatrist/NP/PA.

Dr. Zev Wiener	In unused blocked Safe Harbor time
Dr. Elizabeth Bowler	In blocked urgent time
Dr. Nora Kim	In blocked physician scheduling time
Dr. Ailene Florento	In unscheduled time
Carla Levin, NP	In unused blocked Safe Harbor time
Ming Looi, NP	In unscheduled time

5. The nurse will also utilize any available slots from no shows or cancellations.
6. Clients who are in acute crisis like danger to self, danger to others, and/or gravely disabled will be seen by the Crisis Clinician for possible 5150 or crisis residential admission.
7. Walk-in clinics will not be utilized as regular psychiatrist follow-up appointments.

F. REFERENCES: N/A

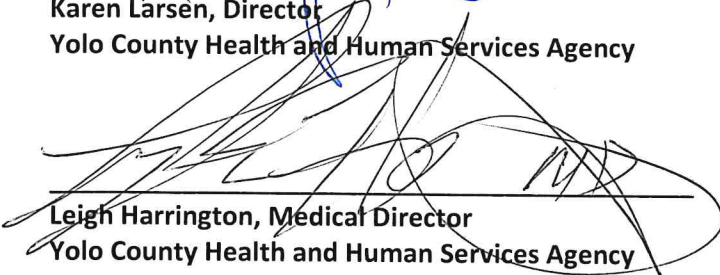
Approved by:



Karen Larsen, Director  
Yolo County Health and Human Services Agency

5/6/19

Date



Leigh Harrington, Medical Director  
Yolo County Health and Human Services Agency

5/6/19

Date