

EMERGENCY AND URGENT SERVICES

Cumberland Heights does not provide urgent or emergency services on site, beyond CPR, AED, and First Aid. Therefore, contracts and arrangements with local hospitals and clinics are maintained. The Chief Medical Officer, in conjunction with the Director of Admissions and Director of Nursing, is responsible for initiating and maintaining these contracts and arrangements. In an emergency situation, the Director of Nursing or designee is authorized by the Chief Medical Officer to provide emergency evaluations, as well as arrange emergency transfer. In an urgent situation, the physician will be notified for orders appropriate to the patient need.

The Chief Medical Officer or physician designee is notified of all emergencies and referrals. In addition, the patient's family and/or significant others are notified of emergencies and transfers as soon as possible as releases of patient information permit.

Communication between Cumberland Heights and the servicing agency is by phone and written reports. Patients may be referred back to Cumberland Heights for completion of chemical dependency treatment. Re-admission will be subject to the approval of the Chief Medical Officer or designee. Cumberland Heights' staff will assist the patient as needed with any follow-up arrangements for medical care.

Transportation for urgent and/or emergency services is by Nashville Metro Emergency Services, or by contracted ambulance service. The physician being notified will give the order for emergency or non-emergent ambulance and this will be documented in electronic medical record.