

## Social Work Resources

-Refer via **ORCHID order “specialty request to social work”** (be specific about reason for referral from drop down menu and comment section)

-Clinical Social Worker: **Usually Carla Shum, CSW**

-Substance Abuse Counselor: **varies**

-For urgent/same day issues, please also call SW Department x74236 or back up ER SW pager 818-313-1759

### Services Provided:

- Solution Focused Brief Intervention therapy (2-3 sessions) for mild to moderate depression or anxiety (PHQ-9 score 10-15 or GAD-7 score 5-10)
- Crisis intervention
- Consultation on suspected child/elderly abuse or suspected sexual abuse/assault
- Referrals to legal services, e.g. Family law, immigration, disability (see MLCP sheet for details or services)
- Information regarding resources for out-of-home (i.e. nursing home) placement
- Evaluation of patients with alcohol or substance abuse problems (help lines, outpatient and inpatient detox)
- Food assistance, meals on wheels (for homebound seniors), food pantries (by Medical Case Worker)
- Referral to homeless shelters, stable housing (for patients with unstable housing and frequent ED visits) (by Medical Case Worker). Note: May not be possible on same day; shelters are first come first serve.
- Assessing barriers of transportation. Access, bus tokens if available

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## Mental Health Resources

-If depression screen positive (PHQ 2 >2), please assess risk with PHQ 9 and GAD 7 questionnaire

-For all patients with PHQ 9 > 9 order **"specialty request to Behavioral Health."**

MA will provide patients with an information sheet about different “Mental Health Services”

LA Care → Beacon (877-344-2858) Health Net → MHN (888-426-0030)

-Mild/Mod disease PHQ 9: 10-20: Consider referral to social work as above **“specialty request to social work”**

-Severe disease PHQ 9>20: Consider Mental Health e-Consult (see below)

-Urgent needs: Refer to Olive View Mental Health Urgent Care Center

-Emergent needs: Refer to Olive View Psychiatric Emergency Room

### Whom to refer to Mental Health via E-Consult:

-PHQ9 > 20, severe functional impairment, unclear diagnosis, concern for psychosis, substance abuse, inadequate response to treatment, other behavioral health questions as needed (for dialogue with expert e-consult reviewer)

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## Alcohol and Substance Use Disorder Resources

-If alcohol use disorder screen positive (question #19 adult SHA, #23 senior SHA), please assess risk with AUDIT C scoring

-Low risk (M score 0-3, F score 2): brief counselling by provider

-Moderate/high risk (M score 4-7, F score 3-7): Refer to clinic RN care manager or SUD counselor to perform SBIRT

-SBIRT: “Screening, Brief Intervention, Referral to Treatment”

-Severe risk (score > 7): Refer to SUD counselor to help with referral to outside services

-Social work referral (SUD counsellor) as above for alcohol and other substance use disorders

-LA County Substance Abuse Service Hotline (SASH): 844-804-7500 (patients can call themselves)