



San Ramon Valley Fire Protection District

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Behavioral Health Response Program FAQ

1. Why was the Behavioral Health Response Program developed?

- Recognized the need to change how we receive, respond to, and transport behavioral health emergencies,
- Outcry for change at a local and national level, and
- District personnel advocated for a better approach to these types of emergencies.

2. What are the benefits of the Behavioral Health Response Program?

- Improved patient experience,
- Improved patient outcomes, and
- Improved system-wide efficiency.

3. What are the possible outcomes of the patient encounter?

- Transfer to Contra Costa Crisis Center,
- Connect to community resources,
- Voluntary transport to appropriate location, or
- Referral to law enforcement for further assessment.

4. What resources are available?

- Contra Costa Crisis Center
- Seneca Mobile Response Team
- A3 Crisis Response

5. Are these services available 24/7?

- Contra Costa Crisis Center and Seneca Mobile Response Team are available 24/7.
- A3 Crisis Response is available every day from 8:00 AM through 12:30 AM.

6. How is my personal information stored if I utilize one of the behavioral health resources?

Personal information is captured as medical records protected by HIPAA Privacy Rule.

7. What is a 5150?

A 5150 is a 72-hour long involuntary treatment hold in a hospital or mental health facility (this is called a 5585 for minors).