

Northern Virginia CSB Emergency Services (Virginia)/Kaiser Patient Hospitalization Procedures

If patient meets criteria for a TDO to psychiatric unit:

Step 1 – After completing prescreening and determining that Kaiser patient meets criteria for TDO, contact Kaiser’s Utilization Management Operation Center’s main line at 1-800-810-4766. Say Provider when prompted. Say ER Hospital Notification when prompted. This will get you to the Emergency Care Management (ECM) department, where you will be connected to a Referral Management Assistant (RMA). Notify your RMA that you have evaluated a Kaiser patient, are moving forward with TDO process, and are starting your bed search. RMA will notify the on-call psychiatrist while CSB ES conducts bed search. The RMA should give you their direct contact info at this time; if not, ask for it.

Step 2 – ES Clinician starts bed search, calling Kaiser’s Core facilities first – Dominion, Virginia Hospital Center and Inova Mount Vernon (only Mount Vernon is a Kaiser facility – not the other Inova facilities). If no bed at the Core facilities, contact Kaiser’s contracted facility – Novant Prince William. If no bed there, continue bed search as you typically would for any patient.

Step 3 – Once a bed has been secured, call RMA back to let them know that a bed has been found and where – at this time they will provide the Authorization number for the admission.

If patient not medically cleared but TDO to medical unit for psych issues:

Step 1 – Follow Step 1 above.

Step 2 – Follow Step 2 above.

Step 3 – If no psychiatric unit is willing to accept an individual due to a medical issue or COVID status, but you have found an accepting medical unit willing to accept the psychiatric TDO, contact your Kaiser RMA and explain the situation. The RMA will work with the Kaiser medical team/physician to get an authorization and will call ES Clinician back with the Authorization Number.

If patient Voluntary:

Step 1 – After completing prescreening and determining that Kaiser patient does NOT meet criteria for TDO, contact Kaiser’s Utilization Management Operation Center’s main line at 1-800-810-4766. Say Provider when prompted. Say ER Hospital Notification when prompted. This will get you to the Emergency Care Management (ECM) department, where you will be connected to a Referral Management Assistant (RMA). Notify your RMA that you have evaluated a Kaiser patient, and that they do NOT meet criteria for TDO, but that they are willing and able to volunteer for treatment. The RMA will take over the bed search at this time.