

## SAFETY RESPONSE ALGORITHM

### SAFETY EMERGENCY

Patient upset, yelling, verbally threatening



#### ATTEMPT DE-ESCALATION

Try to diffuse the situation using verbal de-escalation techniques.



#### CALL FOR ASSISTANCE

Call your supervisor and/or Health Center Manager.

If unavailable, announce Code Gray on the overhead paging system.

If no response, call 911.

### ACTIVE THREAT

Patient physically aggressive/assaultive, carrying visible weapons



#### CALL 911 / PAGE CODE WHITE

Call the police and advise them of the situation. Announce code white on overhead paging system.



#### EVACUATE THE AREA

Evacuate the area or building.

Find a safe location to hide.