

**10A NCAC 27G .6103 OPERATIONS**

(a) Emergency services shall include at least the following:

- (1) 24-hour access to personnel trained in emergency services;
- (2) 24-hour telephone coverage at no cost to the client;
- (3) provision for emergency hospital services; and
- (4) provision of emergency back-up or consultation by a qualified mental health professional and a qualified alcoholism, drug abuse or substance abuse professional.

(b) The emergency telephone number shall be listed separately in the local telephone directory and publicized in the community through such means as brochures, appointment cards and public service announcements.

(c) At least one designated staff member of the area program shall review emergency services records to assure that arrangements with treatment/habilitation staff are made for follow-up services.

*History Note: Authority G.S. 143B-147;*

*Eff. May 1, 1996;*

*Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. July 20, 2019.*