

DRAFT: “Cheat Sheet” for RTC Phone Coverage of In-coming Clinical Calls (page 1 of 2)

On-call: My name is _____
What is your name? _____ (If caller is intoxicated or impaired, inquire): Is anyone else there with you? May I speak with him/her? _____
Where are you calling from? _____ May I have your street address? _____
“Do you have an assigned RTC counselor? If so, what is her/his name?” _____ (See reverse side for list of RTC clinicians)
“Please hold while I contact your counselor for you”:
(If counselor is not available, or has not been assigned, explain): “The counselor is not available at this time, so I will connect you with his/her supervisor. Please hold.” (If the counselor’s supervisor is not available, call another supervisor).
Assigned counselor or supervisor: My name is _____. How may I help you?...or...What’s happening? _____

	<u>Whiteriver</u>	<u>Hon-Dah</u>	<u>Cibecue</u>	<u>Pinetop</u>	<u>Show Low</u>
POLICE:	(928) 338-4942	(928) 334-2203	(928) 332-2555	(928) 368-8800	(928) 537-5091
FIRE/RESCUE	(928) 338-4311	(928) 334-2206	(928) 332-2401	(928) 367-2199	(928) 537-5100
AMBULANCE	(928) 333-4202	(928) 333-4202	(928) 332-2302		(928) 537-9119
RTC Security	(928) 338-				
POISON Control	(800) 222-1222				
National Suicide Prev (800) 273-TALK (8255)					
W.R. Indian Hosp.	(928) 338-4911.....		(928) 332-256		
Social Services	(928) 338-3671				
Patient Advocate	(928) 338-3644				
Pharmacy Refills	(928) 338-3643				
Medical Records	(928) 338-1395				
SUMMIT HealthCare	(928) 537-4375				
ABHS Mental Health	(928) 338-1962				
ABHS Help-Line 24/7	(928) 338-4811				
ABHS locations	249 W. Ponderosa.....218 E. Cliffview Dr.				
MED. TRANSPORT ()	_____				
SAFE HOUSE ()	_____				
DOMESTIC VIOL ()	_____ (Nadean Anderson)				
SEXUAL ASSAULT	24-hour Crisis Line (928) 527-1900 or 1-877-634-2723 or 1-800-656-4673				

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MONDAYS Team Ivan	TUESDAYS Team Dan	WEDNESDAYS Team Donna	THURSDAYS Team Auri	FRIDAYS Team Ed	SATURDAYS (Team Linda?)	SUNDAYS (Team____)
ADAY, John 928 594-3072	CORLEY, Dan 214-263-5515	DECLAY, Lenea _____	BURNETTE, O.J. 928-594-9888	COLELAY, Steph. 928-751-8470	ALTAHA, Jackie _____	
ATOLE, Ivan 928-207-6594	CROCKER, Susie _____	HINTON, Asia 928-594-9018	MORRIS, Pam 928-2403966	CRAIG, Nephi 928-205-1631	CLAWSON, Patsey _____	
BEGAYE, Kristi _____	ELLSWORTH, Kristin _____	KINNEY, Norma 928-594-0528	ORTIZ, Auri 928-207-5871	HARVEY, Shenell 928-321-8497	DECLAY, Selma _____	
GRIGGS, Cline _____	FOSTER, Casper 928-207-0387	LAURITSEN, Ann 928-243-5033		JOE, Mariella 928-594-9325	GUSHONEY, Linda 928-594-0742	
HILL, Keoni _____	GOKLISH, Finley _____	LUPE, Eliza _____		LAURITSEN, Ed 928-243-8185	TATE, Aaron _____	
PATTERSON, Cheryl _____	LACAPA, Jonathan _____	PAHE, Heather 928-594-9087		NICHOLS, Velcena 928-594-7718		
SANCHEZ, Majerle _____	PERRY, Clarissa _____	PERRY, Michelle 928-358-7272		PAHE, Chancey 928-594-0794		
YAZZIE, Ernestina _____	SITTING EAGLE, Bronte 928-207-6192	WATCHMAN, Lambert 928-266-3372		TESSAY, Missey 928-594-9286		