



ALTA MIRA SPECIALIZED FAMILY SERVICES Medical Emergency Procedures

Emergency Phone Numbers:

Poison Control	272-2222 or 1-800 432-6866
DHI/IMB ANE Hotline	1-800-445-6242
Alta Mira On-Call Cell Phone	991-2309
Alta Mira Office	262-0801
Alta Mira Respite Home	294-7994

When a participant in your care becomes sick or injured and/or you need to seek emergency treatment, take the following steps:

FOR INCIDENTS THAT DO NOT INVOLVE ABUSE, NEGLECT, EXPLOITATION or DEATH:

- 1) Ensure the safety of the individual.
- 2) Call 911 immediately, if emergency help is needed..
- 3) Contact the parent or guardian as soon as possible. The parents must be notified of the nature of the emergency, the location of the participant, and any other pertinent information.
- 4) Contact the Alta Mira Service Coordinator at 262-0801. If an emergency occurs on weekends or outside of the regular office hours, contact the On-Call Service Coordinator at 991-2309.
- 5) Complete a General Events Report

FOR INCIDENTS INVOLVING ABUSE, NEGLECT, EXPLOITATION or DEATH, YOU MUST:

- 1) Ensure the health and safety of the individual.
- 2) Call the DHI/IMB 24-hour Hotline at 1-800-445-6242.
- 3) Complete the Immediate Action and Safety Plan – the hotline staff will assist you.
- 4) Complete the ANE Report or Report of Death Form when requested to do so by DHI/IMB.
- 5) Contact your Alta Mira Service Coordinator 262-0801 or the On-Call phone 991-2309.
- 6) Submit form to DHI/IMB and Alta Mira **within 24 hours after the incident occurred**
 - a. Fax: 1-800-584-6057
 - b. Email: Incident.management@state.nm.us
 - c. Online form: <https://ane.health.state.nm.us>

For Adults and Children Who Do Not Receive State General Funds, Developmental Disabilities Waiver, Mi Via Waiver, or Medically Fragile Waiver funding call:

Child Protective Services: **1-855-333 SAFE (7233)** or text **#SAFE** from cell
Adult Protective Services: **1-866-654-3219**