

MEDICAL EMERGENCY PROCEDURES

EMERGENCY PHONE NUMBERS

POISON CONTROL	(800) 222-1222
DHI HOTLINE	(800) 445-6242
ALTA MIRA ON-CALL SERVICE COORDINATOR	(505) 991-2309
ALTA MIRA ON-CALL NURSE	(505) 886-2113
ALTA MIRA MAIN OFFICE (<i>Mon-Fri, 8:00-4:30</i>)	(505) 262-0801
ALTA MIRA RESPITE HOME	(505) 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 EVENTS THAT **DO NOT** INVOLVE ABUSE, NEGLECT, EXPLOITATION, OR DEATH:

- 1 Ensure the safety of the individual.
- 2 Call 911 immediately, if emergency medical services are needed.
- 3 Contact the parent or guardian as soon as possible. The parent or guardian must be notified of the nature of the emergency, the participant's location, and any other pertinent information.
- 4 Contact the Alta Mira Service Coordinator or Nurse at (505) 262-0801. If an emergency occurs outside of the regular office hours, contact the On-Call Service Coordinator at (505) 991-2309 or the On-Call Nurse at (505) 886-2113.
- 5 Complete a General Events Report **within 24 hours**.



FOR EVENTS THAT **DO** INVOLVE ABUSE, NEGLECT, EXPLOITATION, OR DEATH:

- 1 Ensure the safety of the individual.
- 2 Call 911 immediately if emergency medical services or law enforcement are needed.
- 3 Call the DHI Hotline at (800) 445-6242.
- 4 Complete the Immediate Action and Safety Plan (IASP).
- 5 Complete the ANE Report when DHI requests it.
- 6 Submit an online form to DHI **within 24 hours**:
<https://www.hca.nm.gov/report-abuse-neglect-exploitation/>
- 7 Contact the Alta Mira Service Coordinator or Nurse at (505) 262-0801. If an emergency occurs outside of our regular office hours, contact the On-Call Service Coordinator at (505) 991-2309 or the On-Call Nurse at (505) 886-2113.

For adults and children who don't receive services through State General Funds, Developmental Disabilities Waiver, or Mi Via Waiver, call:

Children, Youth & Families Department: (855) 333-7233, or text #SAFE
Adult Protective Services: (866) 654-3219