






# Mental Health Triage Tool – summary

	 Category 1 Immediate	 Category 2 Emergency	 Category 3 Urgent	 Category 4 Semi-urgent	 Category 5 Non-urgent
Description	Definite danger to life (self or others)	<ul style="list-style-type: none"> <li>Probable risk of danger to self or others, and/or</li> <li>Client is physically restrained in ED, and/or</li> <li>Severe behavioural disturbance</li> </ul>	Possible danger to self or others: <ul style="list-style-type: none"> <li>Moderate behaviour disturbance</li> <li>Severe distress</li> </ul>	Moderate distress	No danger to self or others
Typical presentation features	<p><b>Observed</b></p> <ul style="list-style-type: none"> <li>Violent behaviour</li> <li>Possession of a weapon</li> <li>Major self-harm in the ED</li> <li>Extreme agitation or restlessness</li> <li>Bizarre/disoriented behaviour</li> </ul> <p><b>Reported</b></p> <ul style="list-style-type: none"> <li>Verbal commands to do harm to self or others, that the person is unable to resist (command hallucinations)</li> <li>Recent violent behaviour</li> </ul>	<p><b>Observed</b></p> <ul style="list-style-type: none"> <li>Extreme agitation/restlessness</li> <li>Physically/verbally aggressive</li> <li>Confused/unable to cooperate</li> <li>Hallucinations/delusions/paranoia</li> <li>Requires restraint/containment</li> <li>High risk of absconding and not waiting for treatment</li> <li>Unable to wait safely</li> </ul> <p><b>Reported</b></p> <ul style="list-style-type: none"> <li>Attempt at self-harm/threat of self-harm</li> <li>Threat of harm to others</li> </ul>	<p><b>Observed</b></p> <ul style="list-style-type: none"> <li>Agitation/restlessness</li> <li>Intrusive behaviour</li> <li>Confusion</li> <li>Abivalence about treatment</li> <li>Not likely to wait for treatment</li> <li>Hallucinations/delusions/paranoia</li> <li>Thought disorder</li> <li>Bizarre/agitated behaviour</li> <li>Severe symptoms of depression</li> <li>Withdrawn/uncommunicative and/or anxiety</li> <li>Elevated or irritable mood</li> </ul> <p><b>Reported</b></p> <ul style="list-style-type: none"> <li>Suicidal ideation</li> <li>Situational crisis</li> </ul>	<p><b>Observed</b></p> <ul style="list-style-type: none"> <li>No agitation/restlessness</li> <li>Irritable without aggression</li> <li>Cooperative</li> <li>Gives coherent history</li> </ul> <p><b>Reported</b></p> <ul style="list-style-type: none"> <li>Pre-existing mental health disorder</li> <li>Symptoms of anxiety or depression without suicidal ideation</li> <li>Willing to wait</li> </ul>	<p><b>Observed</b></p> <ul style="list-style-type: none"> <li>Cooperative</li> <li>Communicative and able to engage in developing management plan</li> <li>Able to discuss concerns</li> </ul> <p><b>Reported</b></p> <ul style="list-style-type: none"> <li>Known patient with chronic psychotic symptoms</li> <li>Pre-existing non-acute mental health disorder</li> <li>Known patient with chronic unexplained somatic symptoms</li> <li>Request for medication</li> <li>Minor adverse effect of medication</li> <li>Financial, social, accommodation, or relationship problems</li> </ul>