

ON-SITE CRITICAL INCIDENT RESPONSE SERVICES

As part of the CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. (collectively, “CareFirst”) employee assistance program (EAP), powered by TELUS Health One, organizations have access to critical incident response services for support anytime a work site experiences an adverse or traumatic event that affects the ability of their employees to carry on business as usual.

How do I access this service?

You may call the TELUS Health crisis phone line at 1-800-608-7515, option 3 or email criticalincident-us@telushealth.com.

How does it work?

The care advocate will gather information about the event and will consult with the clinical lead (mental health professional) to assess the situation and the care required to create a plan.

You will hear back from the care advocate or the clinical lead to plan the care needed, including:

- De-escalation and assessment of the incident to help build a response plan, including the type of incident, when and where it occurred, individuals involved and whether more people could benefit from individual intervention
- Arranging for a counselor to respond on-site (the intervention could happen within 24 hours to 72 hours)
- Care provided could be planned on-site, in a remote location or virtually
- The responders will intervene within the delay and modality (i.e. video or in-person) agreed on for the group debriefing and individual debriefing
- Clinical assessment of any necessary individual follow-ups





On-site support

We can provide sensitive, timely and occupationally-aware on-site support for both non-acute and critical care.



24-72 hour response

On-site response to critical incidents, working with you to determine urgency and imminent needs.



Tailored post-incident support

Resources can be deployed quickly and effectively and can include 1:1 therapy via phone, mobile app, web-app and in-person, if appropriate.



Clinical care and technical support

Additional modalities to accommodate for plan member preference or device and connectivity barriers.



Distress call response

Care advocates are trained to assess urgent situations and respond accordingly, leaning on support from our primary care team.



Care advocates

Our team of psychology-trained individuals who answer our clinical care support line are overseen by mental health professionals and supported by our 24/7 primary care team.



Ask your CareFirst account consultant for more information on how your organization can benefit from our employee assistance program, powered by TELUS Health.

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