



Appendix A:

Crisis Response Toolkit

First 24 Hours

Immediate Priorities

- ☐ Confirm diagnosis or primary concern
- ☐ Identify Most Responsible Physician (MRP)
- ☐ Identify Nurse and Unit Contact
- ☐ Confirm POA or SDM
- ☐ Start Advocacy Journal
- ☐ Create Family Communication Plan
- ☐ Gather:
 - Health Card
 - Medication List
 - Allergy List
 - Insurance Information

- Emergency Contacts

Three Questions to Ask

1. What are today's priorities?
 2. What are the biggest risks?
 3. What happens next and when?
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First 48 Hours

Care Coordination

- ☐ Understand treatment plan
- ☐ Request specialist timelines
- ☐ Confirm pending tests
- ☐ Review insurance benefits
- ☐ Request Social Work consult
- ☐ Identify discharge risks
- ☐ Begin Crisis Binder

Documentation

Record:

- Date
 - Time
 - Provider Name
 - Recommendations
 - Next Steps
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First 72 Hours

Stabilization Planning

- ☐ Understand expected outcomes
- ☐ Clarify discharge requirements
- ☐ Review rehabilitation needs
- ☐ Assess home-care requirements
- ☐ Identify funding sources
- ☐ Organize prescription information
- ☐ Create follow-up calendar

Advocate Reminder

You do not need to solve everything.

You only need to know:

- The current plan
- The next step
- Who owns it