

Inadequate Outpatient Mental Health Triage and Care of a Patient at the Chico Community-Based Outpatient Clinic in California.

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Gaps in care for psychologically vulnerable patients can result in harm to family members and [self-harm](#). This report examines organizational failures in responding to staff and clinical leaders' [concerns](#) regarding access, triage, and [care continuity](#) for mental health patients. Recommendations for improvement include same-day access to appropriate specialty care, medication management, and risk documentation.