
Marquee Health Coach Crisis Protocol

If the member needs immediate assistance but the risk is not imminent, they should be warm transferred to a counselor at the member's EAP, or to the National Suicide Prevention Lifeline (800-273-8255) if no EAP is available. The coach should provide information about the immediate concern, as well as the participant's contact information before making the transfer.

If the risk is imminent, the coach should remain on the line with the participant while another member of your team contacts the local police and requests a well-being check. The coach should stay on the line with the member until the police arrive.

If the communication is happening via email, the coach should attempt to call the member to share the information above and should also share the NSPL phone number via email.

