Overview

The CAMH TeleMental Health Integrated Care Model (ICM) was established in 2014 with the goal of expanding the reach of mental health and addiction services in Ontario. By virtually embedding CAMH psychiatrists within primary care organizations, the CAMH ICM provides integrated mental health and addiction services and promotes continuity of care.

The program began as a pilot initiative with five Family Health Teams (FHTs) in northern Ontario, and has since expanded to 43 partner organizations across Ontario, including FHTs, Community Health Centres (CHCs), and Aboriginal Health Access Centres (AHACs), with 6 sites specifically mandated to serve First Nations, Inuit and Métis communities. In addition to the 43 partner sites, an additional 500+ communities are served by CAMH TeleMental Health through access to general psychiatric consultation services.

In the ICM, the partnered CAMH psychiatrist and primary care organization have regularly scheduled 3-hour sessions of direct and indirect care. Each 3-hour session includes two direct clinical care hours, and one indirect care hour. Clients can access the virtual consultations in health care facilities or in a private location of their choosing via their personal device (e.g., computer, tablet, etc.). Virtual consultations utilize a secure telecommunications connection through the Ontario Telemedicine Network (OTN), or cloud-based technology through OTN PCVC or CISCO Webex.

Inclusion Criteria

- Clients/patients must be 18 years of age or older. Please check with the psychiatrist before referring any client/patient under 18.
- Clients/patients looking for a consultation or assessment in general psychiatry.
- Clients/patients must be referred by a physician or nurse practitioner.
- Clients/patients must be willing to participate via videoconference on CAMH approved platforms.

Referral Submission

We require complete patient referrals a minimum of 5 business days in advance of the scheduled appointment. Please refer to the annual partnership agreement and TeleMental Health ICM Referral Protocol (Section 4) for further detail. To ensure optimal patient care, we strongly recommend all relevant scales (e.g., ADHD scales) are included as part of a full referral package. If not included, the consultant may not be able to complete a full assessment and another consult may be required.

The completed CAMH referral form and any additional forms can be submitted directly from ICM Partner Sites to CAMH TeleMental Health through the following methods.

- Fax TeleMental Health at 416-260-4186
- Online: https://www.camh.ca/en/your-care/access-camh/referral-form
INTEGRATED CARE MODEL
INDIRECT CARE TIPSHEET
CAMH TELEMENTAL HEALTH

DIRECT CLINICAL SERVICES INCLUDE:
• Consultation
• Assessment
• Diagnosis
• Treatment recommendations

INDIRECT SERVICES INCLUDE:
• Participation in case conferences
• Consultation between the primary care providers, interdisciplinary care professionals and CAMH consultant
• Program support and development of program direction
• Educational services
• System coordination
• Resident and medical student supervision

TIPS TO OPTIMIZE INDIRECT CARE

1. CAMH consultant and team to regularly review needs, goals and expectations of the ICM
2. Support triage of patients (e.g. can a recommendation be made during indirect care or is a full assessment needed?)
3. Consider providing CAMH consultant with access to the team’s electronic medical record (EMR)

Note: If the CAMH consultant and/or team are unavailable during the regularly scheduled ICM session, connect during a different time that’s more convenient.

HOW CAN WE CONNECT FOR INDIRECT CARE?
• OTN [e.g. guest link, room-based or multi-point events, e-consult]
• Cisco Webex
• Telephone
• Email
• EMR

FOR QUESTIONS, PLEASE EMAIL
TeleMentalHealth@camh.ca