

TeleMental Health Services Referral Protocol: General Consult Pool

Email: TeleMentalHealth@camh.ca

Phone: 416 535 8501 x 34778 or toll-free at 1(800) 463-2338

Web: <https://www.porticonetwork.ca/web/telemental-health/telepsychiatry>

1) Overview

CAMH TeleMental Health Services provides consultation and assessment for general psychiatry. Ongoing treatment or therapy is not currently offered through the TeleMental Health Services. Please ensure that the client you are referring is aware that the consultation will take place via telepsychiatry (video conference).

Please note that our TeleMental Health Services is NOT a crisis service. *Clients who are experiencing a mental health crisis such as suicidal, homicidal, manic and/or psychotic symptoms should go to their nearest Emergency Department.

Inclusion Criteria

- Clients must be 18 years of age or older
- Clients looking for an assessment or consultation in general psychiatry
- Clients must be referred by a physician or nurse practitioner with an active OHIP billing number
- Clients must be willing to participate via telemedicine (OTN)

Exclusion Criteria

- Clients 17 years of age or younger
- Clients in crisis who require immediate care
- Clients seeking assessment as requested by a third party (E.g. legal/court, child services, insurance)
- Clients who decline to participate via telemedicine

2) Referral Requirements

Referrals should be faxed to: **416-260-4186**

If you have questions, please feel free to call: 416-535-8501 ext. 34778 or email TeleMentalHealth@camh.ca.

CAMH TeleMental Health Services will only accept referrals that are completed on a [CAMH](#)

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referral form.

Referral forms must be legible, and completed with up-to-date information as described in the box below. Please visit our TeleMental Health Services website for all relevant forms, including but not limited to: clinical protocol, referral form, fax cover page, and assessment scales.

<https://www.porticonetwork.ca/web/telemental-health/telepsychiatry>

If a referral is submitted with missing information or on an incorrect referral form, you will be contacted with a request for additional information, which will delay scheduling of the appointment. Appointments will only be scheduled when all necessary information is received. **Please do not submit a client's referral to multiple psychiatric services, as this may lead to the cancellation of your client's referral at all sites.**

In order to ensure the highest quality care is provided to patients throughout the province, it is crucial that we have the following items submitted (please find the referral form attached below).

- Completed CAMH Adult Referral Form (clearly legible, or typed)
 1. Signed by a Family Physician or Nurse Practitioner, with applicable OHIP billing number. Please include a contact number where messages can be left.
 2. If submitted by another clinician or Telemedicine Coordinator, **the referring physician or NP's name and OHIP billing number must be included on the form.**
 3. Indicate if voicemails can be left on client's contact number. Referrals may be cancelled if the client cannot be reached on second attempt.

The following documents should be included if available:

- Completed CAMH TeleMental Health Services Fax Cover Page
- Medical profile of patient
- Lab test results
- Pharmacy records of patient's past and current medications
- Cognitive testing if relevant and available

If complete information is not received within eight weeks of referral, the referral will be cancelled, and a cancellation letter will be faxed to the referring physician.

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3) Preparation Requirements

Patient Preparation

- Client should provide updated lab test results, pharmacy records, cognitive testing (if available) to their family physician or telemedicine coordinator to fax to psychiatrist for review prior to appointment.
- Client should arrive fifteen minutes prior to appointment to fill in any necessary paperwork and receive introduction to telemedicine from telemedicine coordinator or clinician
- Client should have a clear understanding of who they can contact at the local site if they are in crisis or need assistance

Preparation by Telemedicine Coordinator/Clinician at Client Site

- Have client complete all necessary forms (including TC LHIN Socio Demographic Form)
- Validate OHIP Card
- Have clear protocol to manage client in case of a crisis, including access to a Form 1
- Provide brief explanation to client about nature of telemedicine consultation, including privacy and details about protection of personal health information (please see checklist for full details)

Telemedicine Studio Preparation

- Client should be sitting close enough to camera that their face is clear
- Ensure client site not on mute before leaving room
- Ensure video connection and quality is appropriate before leaving room.

CAMH Site

- Ensure the consulting physician has all necessary documentation prior to the consultation
- Ensure the consulting physician knows who to contact for connection issues, or other troubleshooting
- Ensure microphone is not on mute
- Ensure video connection and quality is appropriate before leaving room.

4) Telemedicine Session

Starting Telemedicine Sessions

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Telemedicine Coordinator/Clinician at Client Site

- Telemedicine Coordinator/Clinician verifies the identity of the patient.
- Telemedicine Coordinator/Clinician explains how the system works to the patient and reviews how their personal health information will be protected and kept private (Checklist)
- Provides the consulting physician with a direct call phone number for a clinician at the client site in case of an emergency.

CAMH Site

- The consulting physician introduces himself or herself to the patient before the exam begins
- The consulting physician asks for two personal identifiers to verify the identity of the client
- The patient encounter continues with examination and assessment components as required.

5) Policies & Procedures

Scheduling Appointments

1. Referrals will be booked in the order that they are received. Urgent referrals or clients in crisis should be directed to their nearest Emergency room.
2. CAMH staff will attempt to contact the client twice to schedule an appointment. If we are not able to contact the client after our second attempt, we will contact the referring site, asking them to connect with the client and have them call our department. If we do not hear from them within a week, we will cancel the referral.

No Show Policy

Definition: A missed appointment will be considered a “no-show” for those patients who do not make any effort to inform of their inability to attend their appointment and/or who provide no explanation within 48 hours of their scheduled appointment. The 48-hour window excludes weekends and holidays. The clinic will recognize extenuating circumstances that lead patients to notify service providers within the 48-hour window before their scheduled appointment, on a case by case basis.

If a client does not give 48 hours notice (excluding weekend and/or holidays), prior to canceling an appointment or they do not show up for their scheduled appointment, the

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appointment will be considered a no-show. We will send a letter to the referring physician/ coordinator notifying them of the no-show, and requesting that the referring site contact the patient, and have them call or email our office to confirm they still require an appointment. If we do not hear from the patient within a week, we will cancel the referral. All no-show patients who still require an appointment will be queued to the end of our referral list