

## **FOR GENERAL PRACTITIONERS / PHYSICIANS**

### **ONE TIME CONSULTATIONS AND TELEPHONE CONSULTATION AVAILABILITY**

Service: accessing this service via Mental Health and Addictions (MHAS) Intake, will give you a one-time only full consultation along with recommendations on your patient, and a psychiatrist contact number that you can call for future communication around that case. Please note that you may have sent in a referral to intake requesting another service. MHAS Intake may use its discretion to decide that this case would be best served by the one-time consultation and telephone consultation availability service. An attempt will be made to match your request with the psychiatrist who has a special interest/expertise in your patient's condition/preliminary diagnosis if at all possible.

#### **Process:**

1. Fax the physician referral form including your non urgent consultation question along with as much information as you can and the patient questionnaire (for your patient to fill out) to MHAS Intake at 250-381-3222.
2. Inform your patient that their chart will be closed after the consultation.
3. Inform your patient that you could be communicating with that psychiatrist in the future around their care. A record will be cast by the psychiatrist in relation to future discussions.
4. Your patient will be booked to see the psychiatrist and a consultation will be faxed to you as well as will be available on Power Chart.
5. A contact number for the psychiatrist will be added by his/her signature.
6. If, as time goes on, you have a question for the psychiatrist, you will call that contact number and your call will be returned that working day.
7. If the psychiatrist is on holidays, his/her message will say so and you will not be able to access this service until his or her return.

#### **Evaluation:**

1. If you have accessed this service, and once the consultation is complete and faxed to you, you will be faxed a GP satisfaction questionnaire along with a patient satisfaction questionnaire. You will be asked to fill this out for yourself and to have your patient fill his or hers out and fax it back to 250-381-3222. Your completing this part of the process will help us make the changes necessary to improve our program.
2. At the end of each month psychiatrists who have provided this service will have the satisfaction questionnaire sent to them. They will fax this form to 250-381-3222.
3. Re-admission rates will be examined at six-month intervals comparing them to the same intervals prior to the service beginning.

**(Last Revision: 17-May-2010)**