North West LHIN – Mental health resources to support patients and clinicians

Service	Description of Services	Website	Contact Info
	SELF REFERRAL OPTIONS – phone and online		
211 LOCAL COUNSELLING SERVICES *Self-referral & self-management*	211 began in Ontario and is now a national resource. They are able, either on the phone or on the web, to connect patients to local counseling resources in the community. They can also help connect to translation services, housing, transportation and social services.	www.211.ca	
211 MENTAL HEALTH & ADDICTIONS *Self-referral & self-management*		https://211ontario.ca/211-topics/mental-health-addictions/	
ConnexOntario *Helplines*	ConnexOntario provides free and confidential health services information for people experiencing problems with alcohol and drugs, mental illness or gambling. ConnexOntario is funded by the Government of Ontario. Their helplines are live answer 24/7, confidential and free. And they have access to counsellors in several different languages.	Drug and Alcohol Helpline	1-800-565-8603
		Mental Health Helpline	1-866-531-2600
		Ontario Problem Gambling Helpline	1-888-230-3505
	REFERRAL for phone based coaching		
BounceBack *Self-Referral for mild to moderate depression and anxiety*	BounceBack is a free, evidence-based guided self-help program grounded in cognitive behavioural therapy (CBT). It is designed to help primary care practitioners provide patients (15+) experiencing mild to moderate depression and anxiety with **faster access** to the mental health supports they need. Access to the program is by referral through a family doctor or nurse practitioner. Patients who are accepted into the program will be contacted by a coach within five days to schedule an appointment. During three to six telephone sessions, trained coaches motivate and support patients as they work through a series of workbooks that are personalized to their needs. Patients will learn CBT skills to help them better manage stress, low mood, and worry. While BounceBack coaches are working with your patients on their individual workbooks, they remain primarily under your care. The coaches will inform you if your patients have been accepted into the program and will provide you with information on their progress. Because coaches are not clinicians, they don't provide counselling. Coaches are extensively trained by clinical psychologists in the BounceBack program, which is effective in relieving mild to moderate depression and anxiety.	https://ontario.cmha.ca/bounce-back-ontario/#pcp referral	
	TELEPSYCHIATRY		

Telepsychiatry Consultation Access	**CAMH Telepsychiatry** continues to grow in capacity for general psychiatric assessments and is available throughout the region to any site with an OTN connection. As of early February, waitlist was 14 days. In case you missed it, information distributed by CAMH earlier this year said: "CAMH will continue offering blocks of time to organizations with both OTN capability and a waitlist of clients awaiting psychiatry assessments. **Moving forward, we kindly request at least 5 business days' notice if a client confirms one of our appointments.** If confirmation is not received with 5 business days of lead time, the CAMH doctor's time will no longer be reserved. CAMH will then begin to schedule clients on the CAMH Telepsychiatry waitlist to fill that spot, unless CAMH hears from you with a confirmed referral before that timeslot is filled on our end." **A brief note re: research:** CAMH Telepsychiatry participates in CAMH Research Ethics Board approved academic research to support evidence-based care and continued program improvement. For study recruitment purposes, a client that you refer to CAMH with a confirmed CAMH Telepsychiatry appointment may be contacted by a member of the CAMH Telepsychiatry team to confirm their consultation date and ask if they would consider participating in research. . Any questions about the research study approved by the CAMH Research Ethics Board (REB) can be directed to: Hamza Sandhu, Research Analyst (Hamza.sandhu@camh.ca).		Telepsychiatry @camh.ca
LOCAL Telepsychiatry	Local mental health agencies may also have access to telepsychiatry. For example, North of Superior Programs in the District of Thunder Bay can access telepsychiatry serves for patients in their programs. Check with your local mental health agency to see if telepsychiatry is offered through them.		
	ECONSULTATION ACCESS TO PSYCHIATRY for BRIEF CLINICAL QUESTIONS		
eConsultation *Access to psychiatrists*	**eConsult** access to psychiatry exists to all physicians and NP's who are registered for eConsultation. Currently (as of Mar 11) there were approximately **40 individual psychiatrists** listed on the eConsult site. As well there is an option to simply send to the "General Psychiatry Specialty Group", the "Pediatric Psychiatry Specialty Group" or the "Perinatal Psychiatry Specialty Group". Through these, consults are triaged to the most available consultant.	https://otnhub.ca/patient-care/#econsult	

	This service can be very helpful for questions about medications, diagnosis, and optimizing treatment. FP's who are in FFS or in some other models (but not the RNPGA) **can bill K738** for submission of a consultation through the eConsult pathway and questions are generally answered within a few days. Within the region, the capacity to do econsults is being examined with the goal of piloting regional econsults and expanding as capacity allows.		