

Adult Neurodevelopmental Services (ANS)

Frequently asked Questions

Who are our outpatient services intended for?

Outpatient Services:

- Age 16 and older
- Confirmed diagnosis of intellectual disability and/or autism
- Mental health concern(s) and/or behaviour that challenge such as aggression or self-injurious behaviour or persistent repetitive behaviours

Autism diagnostic assessment:

- Age 16 and older
- To make an autism diagnosis, there must be evidence of autism during early developmental period. Without any reliable information about early development, it is often not possible to complete the assessment or make a reliable diagnosis. Therefore, where possible we ask for the individual to involve an informant such as a caregiver, parent, aunt, uncle, older sibling, etc. to provide the developmental history. If no informant is available then we ask for the individual to bring documentary evidence such as past assessments, school reports, etc. If no informant or past records are available and still an individual is interested to be seen, then we will offer an assessment without guaranteeing a final autism diagnosis.

Q: I think I might have autism. How can I get an autism diagnostic assessment?

A: A doctor or a nurse practitioner needs to refer you to our services. These assessments are completed in person or over video. Your informant can join in person, via video, or be contacted by phone.

Q: How many appointments does it take to complete an autism diagnostic assessment?

A: This varies, but it might take two to four appointments to complete an assessment.

Q: What are the current wait times?

A: The wait time for autism diagnostic assessments is approximately 2.5 years+.

B: The wait time for a psychiatric consultation is approximately 1 year+.

Q: I am in crisis/my family is in crisis, How can I get help?

A: ANS does not provide emergency or crisis support. You should go to your nearest hospital's emergency department. If you need assistance getting there, call 911. CAMH Emergency department is located at 1051 Queen St. West. You could also call local crisis resources. Here are two links to find crisis supports: <https://www.dcoqt.com/home-support> and <https://gersteincentre.org/>. If in Toronto, you can also ask for the Mental Health Mobile Crisis Intervention Teams (MCIT). Click the link to learn more about MCIT. <http://www.torontopolice.on.ca/community/mcit.php>

Q: What should I expect after a referral is made by my doctor or nurse practitioner?

A: Access CAMH will review the referral to confirm we have received all the information to receive our services. If Access CAMH needs more information, they will contact your doctor or nurse practitioner. When the referral is complete, Access CAMH sends your referral to ANS. ANS will review the referral to check if our services may be right for you. You can expect ANS to contact you close to the date of the appointment. Please note that our wait times are long. [Click here](#) to see a general timelines of events.

Q: How can I know the status of my referral?

A: Access CAMH is able to inform you whether your referral was sent to ANS or not. However, ANS does not have the capacity to return calls with the status of referrals. Someone from ANS will contact you to set up an appointment according to our wait list. You can contact Access CAMH at 416-535-8501, press 2.

Q: Where is ANS located? How can I get there?

A: ANS is located at 1025 Queen St. West, 3rd floor. [Click here](#) for instructions on how to get to our clinic.



Q: What does ANS need to know when we book an appointment?

A: It is important that we get to know the client and family/caregiver before the appointment. It will help us be prepared to assist you. Some useful information includes:

- If you do not speak English and need a language interpreter or a Sign American Sign Language (ASL) interpreter.
- If you have difficulty taking elevators. We can make sure staff is available to provide access to the stairs if needed.
- If you need any other accommodation.

If there is a potential for you (patient/client) to exhibit any of the following:

- Elopement (running away or leaving premises without notifying others)
- Physical aggression
- Environmental aggression (such as throwing chairs, breaking glass, turning tables, removing items from the wall, revolving garbage bins)
- Verbal aggression
- Self-injurious behaviour
- Any issues with using washrooms or kitchen-like environments.
- If there are specific triggers that may lead to types of aggression listed above such as having to wait in the lobby
- If there is a bed bug infestation in your house or apartment building.
- Any known calming strategies to increase comfort level



Q: How can I prepare for my appointment?

A: There are at least 4 things you should think about.

1. Plan your trip by TTC or by car in advance. If you are coming by car, check the map for paid parking options in advance. Plan to arrive at ANS 10 to 15 minutes before your appointment to complete registration forms. There is construction at our site so finding a parking spot may take more time than usual. [Click here](#) for information on parking and how to get to CAMH.
2. It might help to take the time to complete these forms and bring them with you:
My health care visit: <https://ddprimarycare.surreyplace.ca/tools-2/general-health/todays-visit/>
About my health: <https://ddprimarycare.surreyplace.ca/tools-2/general-health/about-my-health/>
3. Bring the following:
 - Valid health card
 - All current medications (prescribed and over the counter)
 - Pharmacy medication history list of past and/or current medications
 - Any documents or letters from health care providers or agencies about you that you have.
 - Any object that makes you feel comfortable (fidgets, colouring books, tablets, headphones, sunglasses, etc.)
4. Who should come with you? You can come with anyone you feel comfortable with at appointments.

Q: What happens at the initial appointment?

A: You may meet with a clinician and a doctor or just a doctor. We will talk about your life to understand your physical and mental health. You can ask for a break anytime. We do not typically do physical examinations. We may ask you to bring us or fax us copies of some documents. If we need more time to finish this conversation, we will book another appointment. [Click here](#) to find out more information about the initial appointment.

Q: How can I get a prescription or refill for my medication?

A: If you need a new prescription or a refill, contact your family doctor or your community psychiatrist directly.



Q: I need to cancel or reschedule my appointment, what should I do?

A: If you need to reschedule or cancel an appointment, call us at least three days before your scheduled appointment at 416-535-8501, press 37800. There are many people waiting for our services. Please note that rescheduled appointments are based on availability. If you miss your appointment two times, a new referral will be needed from your doctor or nurse practitioner.

Q: I missed my appointment, what should I do?

A: Call us to reschedule your appointment at 416-535-8501, press 37800. There are many people waiting for our services. Please note that rescheduled appointments are based on availability.

Q: I cancelled or rescheduled my appointment with less than three days before my scheduled appointment. Is that ok?

A: There are many people waiting for our services. If you cancelled or rescheduled your appointment two times with less than 3 days, a new referral will be needed from your doctor or nurse practitioner.

Q: How does ANS use your (patient/client) information and how can you access health records?

A: [Click here](#) to get more information on how your health information is used and how to obtain reports and consultation notes from your health records.