

## Centre for Addiction and Mental Health- Telepsychiatry Clinical Protocol

Email: telepsychiatry@camh.ca  
Phone: 416 535 8501 x 34778 or toll-free at 1(800) 463-2338

Protocol Updated by: Eva Serhal, Manager, Telepsychiatry, Centre for Addiction and Mental Health  
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### 1) Overview

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

**Please note that our Telepsychiatry service 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 with an active OHIP billing number and CPSO license
- Clients must be willing to participate via telemedicine (OTN) - Preferred OTN Site information must be provided in referral.

#### Exclusion Criteria

- Clients 17 years of age or younger
- Clients in crisis who require immediate care
- Clients currently being followed by a psychiatrist
- Clients seeking assessment for: legal purposes e.g. psychiatric assessments recommended by legal team representing the patient or prosecution, psychiatric assessments recommended by employer, psychiatric assessments to resolve disputes at work, social issues, counseling
- Clients who refuse 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 [telepsychiatry@camh.ca](mailto:telepsychiatry@camh.ca)

CAMH Telepsychiatry services will only accept referrals that are completed on a [CAMH referral form](#) and submitted with a complete [CAMH Telepsychiatry Fax Cover Page](#). Referral forms must be with complete, legible and up-to-date information as described in the box below. 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.

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, with applicable OHIP billing number
  2. If submitted by a Nurse Practitioner, other clinician or Telemedicine Coordinator, **the referring physician's name and OHIP billing number must be included on the form.**
  3. Indicate if voicemails can be left on client's contact number. Referral will be cancelled if client cannot be reached on second attempt.
- Completed CAMH Telepsychiatry Fax Cover Page - include Client preferred OTN Site details
- 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.

## 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**

##### 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

#### **Ending Telemedicine Sessions**

- The Specialist makes recommendations for follow-up
- The telemedicine session is documented and stored in CAMH's registration system
- The Referring Physician organizes any tests and shares copies of results with the Specialist as required.
- The patient is informed if a follow-up visit is required, and whether the next visit will be by telemedicine or in-person.
- The consulting physician connects with administrative staff at CAMH who will contact client site to schedule follow-up
- Consultation notes are sent to referring physician

## **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 ED.
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 email 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

1. If a client does not give 48 hours notice prior to canceling an appointment or they do not show up for their scheduled appointment, the 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 (currently 4-6 month waitlist).
2. More than two no shows will cancel the referral.
3. We will be connecting with sites that have high no-show rates to discuss possible barriers or issues leading to no-shows, and to discuss a plan to help reduce no show rates.