

COMMUNITY PROTOCOL

ACCESS TO TELEPSYCHIATRY SERVICE AT THE WESTERN HUB AND TELECONFERENCING EQUIPMENT AT WOODVIEW CHILDREN'S CENTRE

Psychiatric consultations for children and youth residing in Brant County are available through teleconferencing with the Western Hub of the Telepsychiatry program located at the Child and Parent Resource Institute (C.P.R.I) in London Ontario.

The Ontario Telepsychiatry program is a creative solution for increasing access and reducing wait times for children and youth in rural, remote and underserved communities. Videoconferencing provides children, youth and their families or caregivers access to clinical consultations with a child psychiatrist without having to leave their local communities. Predominantly, the consultants at the Western Hub are child and adolescent psychiatrists affiliated with the Division of Child and Adolescent Psychiatry, Schulich School of Medicine and Dentistry, the University of Western Ontario. The Ontario Telepsychiatry program also provides agency staff with vital education and training to build their professional expertise, so they can provide better service to young people in these communities.

The Ontario Telepsychiatry program's Central Hub is located at the Hospital for Sick Children in Toronto. The Western Hub is located in London at the Child and Parent Resource Institute (CPRI) in partnership with London Health Sciences Centre, St. Joseph's Health Centre - Regional Mental Health, Windsor Regional Hospital and the Division of Child and Adolescent Psychiatry Schulich School of Medicine and Dentistry, the University of Western Ontario. The Eastern Hub is located in Ottawa at the Children's Hospital of Eastern Ontario (CHEO).

As the designated site for Telepsychiatry in the community, Woodview Children's Centre is given priority for the use of the service and the equipment. Other local children's mental health agencies including St. Leonard's Community Services, Six Nations Child and Family Services.

The Telepsychiatry service is available to children and youth up to the age of 18 years, who reside in Brant (Brantford and Brant County), who have mental health needs and would benefit from a psychiatric consultation as determined by a mental health agency and or physician, in consultation with the child/youth and family. This is a limited service that must be carefully explored with a service provider as to the appropriateness for an individual.

Psychiatric consultations provided by the Western Hub are one time consultations and do not need to be at a tertiary level. A requirement of the

service is to have a clinician (Case Manager) attend the consultation with the client. Once the consultation is completed a report is sent to the referent/identified Physician (if any) for follow-up in the community.

Exclusions to the Telepsychiatry program service are court ordered assessments, custody/access and parenting capacity assessments.

Making a Referral and Accessing the Equipment:

1. All referrals must have a case manager who completes the referral form and a mental health assessment that is specific about the nature of the consultation.
2. The Consent Form must be discussed and signed with the child/youth and the parent or caregiver.
 - A) The case manager will review the Interactive Video conferencing information sheet with the child/youth and parent or caregiver and have the corresponding consent form signed.
 - B) Information released to the Western Hub will be shared with the consultant conducting the videoconference. A signed Consent to Disclose form must be completed to enable the Western Hub to release the consultant's written report to the referring agency and the *client's family physician (if available)*.
3. A recent BCFPI and CAFAS (within the last 6 months) must accompany the referral.
4. Any relevant additional documentation should be included to enable the consultants to prepare for the consultation prior to the videoconference and therefore use their "on air time" most effectively.
5. Once the completed referral form, consents forms and supporting documentation are to be forwarded to Jill Lombardi (Woodview Children's Centre). She will then forward the referral to Rhonda Persichilli Coordinator of the Western Hub.

(Please note that you must save a copy of the referral and consent forms for your clients file)

Jill Lombardi
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Brantford, Ontario, N3T 2H4
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6. The Western Hub will triage referrals and match them to the most appropriate consultant. Consultations will be booked within 30 days.
7. For the purposes of coordination, Woodview Children's Centre will be the single point of contact for booking the technical equipment for the purpose of Telepsychiatry.
8. Rhonda Persichilli will contact the Technical Coordinator at Woodview Children's Centre with the date and time of the consultation. Jill Lombardi will contact the Case Manager with details. *Please note, that due to the intricacies of scheduling, this date and time should be made a priority for all to attend. Confirmation of attendance should be given to Jill Lombardi by the Case Manager as quickly as possible to secure the consultation time slot.*
9. Woodview Children's Centre will ensure that a suitable room with a network connection is booked for the required date and time, and provide confirmation of this to the case manager.
10. The Technical Coordinator at Woodview Children's Centre will be available prior to and during the specified time for the consultation to ensure that the equipment is set up and working properly and to assist the case manager with any technical issues that may arise.

Preparing for the Consultation:

1. The case manager and family will invite all the professionals involved with the child/ youth (pertinent to the issues being assessed) to the consultation. This should include the family physician/pediatrician and may include educational representatives, and/or other community services. The case manager will arrange for the client to be present for part of the consultation. Due to the nature of the consultation, parents and/or guardians should be present as well.
2. The case manager should inform all parties attending the consultation that it is best to wear solid colour clothing because patterned clothing may affect the quality of the video conference.

3. The case manager should brief the parent and encourage them to prepare to answer questions such as family constellation, developmental history from infancy, including milestones, family history, medical history, parent and extended family's mental health and psychiatric history, including assessment, diagnosis and treatment, school information and their own observations and/or impressions of the child/youth.

Day of Consultation:

1. All parties should arrive at Woodview Children's Centre at least 15 minutes before the scheduled consultation time.
2. The teleconferencing equipment will be set up by a technologist at Woodview Children's Centre. *****IF THE VIDEO LINK DISCONNECTS DURING THE CONFERENCE, THE CASE MANAGER MUST DIAL INTERCOM EXT. 10 FOR THE RECEPTIONIST.***
3. It is a requirement that a clinician (case manager) attend the entire consultation with the client.
4. Each consultation will last approximately 60 to 90 minutes in length, with the case manager chairing the consultation. The case manager should have reports and additional notes available to refer to when necessary. The case manager will introduce other professionals involved in the consultation to the consulting psychiatrist.
5. Verbal recommendations will be given at each consultation, followed by a full consultation report that will be sent out to the referent within 10 business days. Questions pertaining to the report should be directed to Jill Lombardi.

Follow up:

1. The case manager may be asked to complete an evaluation form, to help improve services. Please don't hesitate to call Rhonda Persichilli, Coordinator of the Western Hub Phone at 519-858-9603 with any questions, concerns or feedback about the process or service.
2. The case manager is responsible to ensure that the report **recommendations** are shared with others involved (with appropriate consents from legal guardian).