

Guide for Family Physician/Primary Care Team to Access Mental Health Crisis Services

Where should a person go first and what service can they expect to receive

**Call MOBILE CRISIS SERVICES
if :**

- Crisis support services are needed in the doctor's office
- Suicidal behaviors including any or all of ideation, a plan and self harm without immediate life threatening condition
- All issues that can be addressed by crisis intervention
- Psychiatric symptoms are increasing and individual needs to be assessed
- Family members affected by the crisis and experiencing care giver burden

Ph: 204-940-1781

Mobile Crisis Services can also help you determine if you need mobile services to come out to you and the patient, or if the patient can come down to the Crisis Response Centre

**Send patient to the CRISIS
RESPONSE CENTRE (CRC):**

- The CRC addresses the same issues that the mobile crisis team addresses
- The CRC is a 24/7 walk-in crisis centre
- Collateral information from family physicians and primary care teams is valued and welcomed. Collateral information can be given by calling 204-940-1781.
- The CRC is a new resource that has been added to the continuum of WRHA mental health crisis response services.

Address: 817 Bannatyne Ave
Winnipeg, MB R3E 0Y1

**Go to EMERGENCY
DEPARTMENT first if:**

- Self harming behaviors that have resulted in requirement for urgent medical attention
- Behavioural disturbance/ aggressive behaviour requiring physical or chemical restraints or police intervention
- Physical health issues that may be contributing to the current presenting issues and are required to be ruled prior to mental health intervention
- Individual clearly has delirium, cognitive impairment or dementia such that responsiveness to crisis interventions is not expected
- All individuals on a Form under Mental Health Act are to go to HSC or SBGH

**USE ROUTINE SERVICES
if:**

- Issues of a non-crisis nature (that do not need to be addressed within the next few hours) are to be managed through routine services

Drop-in Counselling Services are available to the public for free at Klinik Drop-In Centre
Ph: 204-784-4067

Women's Clinic
Drop-in for male and female youth (13-19years)
Ph: 204-947-1517

Mobile Crisis Services and the Crisis Response Centre (CRC) are specifically designed for assisting adults who are experiencing:

- Personal distress and the risk of potential harm associated with an immediate crisis, including suicidal behaviors.
- Signs and symptoms of mental health conditions requiring urgent mental health assessment and treatment.
- A circumstance that required crisis intervention for relapse prevention.
- A mental health problem that if dealt with, may prevent hospitalization.
- Intense emotional trauma where assessment, crisis intervention and linkage to other services can occur.
- An immediate risk after hours when the ongoing mental health service provider is not available.

Please note that psychiatric services are reserved for crisis consultation only.

Client's requiring medication review ONLY are best served through Centralized Intake for psychiatry.



Where people come first

FAQ

1. What if a patient is in distress and I need crisis services support at my office?

Call mobile crisis services just as you have in the past. 204-940-1781.

2. If I have a patient in crisis but is safe. How can I get them to the CRC?

In this case family or friends could accompany the patient, or a cab could be called.

3. Can I call the CRC if I have a patient that I have sent over there?

Yes. Please call the mobile crisis services line – this is our one line into the CRC. Explain what you are wanting and ask to speak to the Clinical Team Lead or a CRC staff member.

4. Can I refer a patient to the CRC instead of completing a Form 4?

If you believe the patient meets the criteria of a Form 4 and requires an assessment under the Mental Health Act, a Form 4 will need to be completed and submitted as per usual. The CRC is a voluntary service and we cannot ensure an assessment is completed unless the person chooses to participate. If you need a current Form 4 or require assistance with the form please contact mobile crisis at 204-940-1781.

5. Will I receive information about the outcome of the CRC encounter?

Yes. When possible we will call you back regarding the disposition and/or send you a copy of the report to ensure continuity of care.

6. Can I refer a patient to the CRC for a psychiatric consultation?

The CRC operates from a collaborative care model. Patients are seen by clinicians and backed-up by psychiatry as required. Patients will receive a psychiatric consultation at the CRC as it pertains to their acute episodes of crisis. Please use the Centralized Intake process for other psychiatry consultation needs and fax the referral form to 204-787-7480.