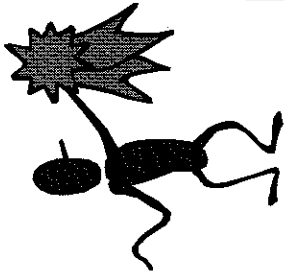
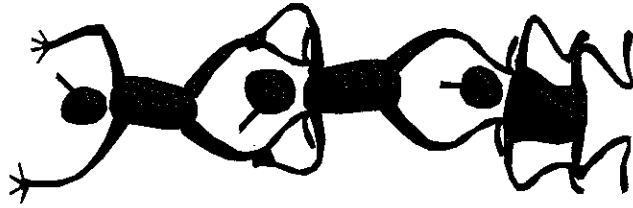


MENTAL HEALTH CARE USES AND SERVICES

Paediatric Telepsychiatry offers a wide range of services and assistance to individuals living in rural areas.

- **Case Consultation**
- **Program Consultation**
- **Professional development**
- **Treatment planning and**
- **Case conferencing and**
- **management**
- **Research**



Rewards

- Specialty mental health services offered to rural/remote areas where little/none exist
- Continuing education provided to local front-line workers
- Agency staff feel supported and part of a larger professional community
- Research shows high satisfaction among professionals and parents

THE PHOENIX CENTRE FOR CHILDREN AND FAMILIES

Operated by Renfrew County Youth Services



PAEDIATRIC TELEPSYCHIATRY PROGRAM

Cost:

There is no charge

Location:

The video equipment is located in Pembroke at the Phoenix Centre for Children and Families, Pembroke Office, on the first floor in the Boardroom.

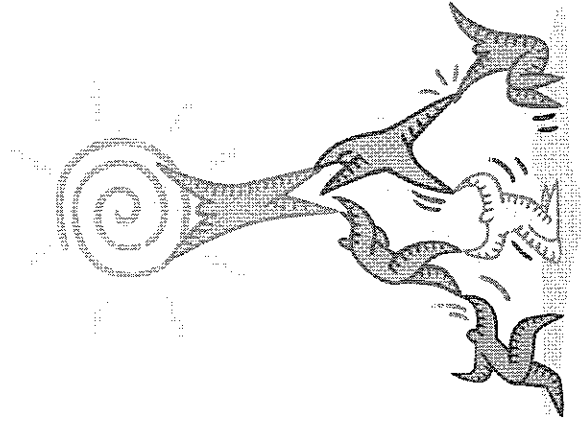
Contact:

The Phoenix Centre
Attn: Lisa Hawkins
130 Rue Pembroke Street West
Suite 200,
Pembroke, Ontario,
K8A 5M8

Telephone: (613) 735-2374 (239)
1-800-465-1870

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Email: lhawkins@phoenixctr.com



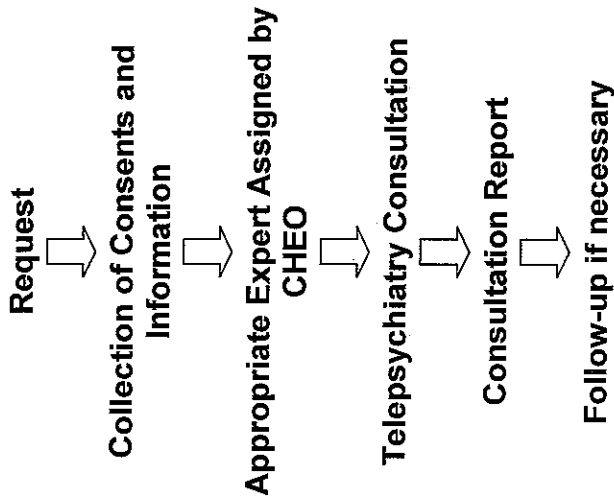
INTRODUCTION

Telepsychiatry, by definition, is a psychiatric consultation service offered through videoconferencing technology. The paediatric telepsychiatry program offers local clinicians and other health or educational workers a wide-range of services that otherwise are only offered to those in larger urban areas. The program allows clients to remain in and be cared for within their own community. Specialty care can be provided earlier, more often, and with greater efficiency. It means less isolation and more service for rural clients and clinicians.

Through the use of video conferencing, child psychiatrists and other experts at The Children's Hospital of Eastern Ontario in Ottawa consult on cases in Renfrew County. As well, training is provided on a variety of children's mental health issues.

The form of technology used by the Phoenix Centre is a live interactive 2-way audio-video communication. The hub site for the program is located at CHEO in Ottawa, Ontario. With cameras at both sites connected to television receivers, the communication between the Phoenix Centre and CHEO is transmitted live.

Steps to Consultation



Request

- ☞ The appropriate consents and information forms are accessed through the Phoenix Centre for Children and Families
- ☞ A case manager must be assigned to the client

Collection of Consents and Information

- ☞ All consent and referral forms are completed
- ☞ Appropriate assessments are gathered and are sent to the Phoenix Centre with completed consent and referral forms

Appropriate Assignment

- ☞ The coordinator at the hub site will match the appropriate consultant for the presenting issues and arrange a mutually convenient time for consultation

Telepsychiatry Consultation

- ☞ Meeting in the Boardroom at the Phoenix Centre, the client, case manager and other required parties will meet via videoconferencing equipment with the consultant

Consultation Report

- ☞ A written clinical consultation report will be provided to the client(s) and case manager including diagnosis and recommendations usually within 2 weeks
- ☞ Recommendations may include medication, counselling, assessments, school intervention, day/residential treatment etc.

Follow-up if necessary

- ☞ A follow-up session can be scheduled if recommended by consultant

Who is involved???

- ☞ **Consultant:** The consultant may be a paediatric psychiatrist or another expert (child psychologist, social worker etc.) who will assist in the mental health needs of children, youth and their families through the telepsychiatry program
- ☞ **Client:** A child or youth under the age of 18.
- ☞ **The Phoenix Centre Co-ordinator:** The staff person at The Centre that co-ordinates the program and has the space and equipment ready for each session.
- ☞ **Case Manager:** The clinical professional who has been designated to be responsible for the management of the case, which includes making sure all referral forms and consents are filled out, contacting the Phoenix Centre site as well as completing any follow-up work that is required. This may be a mental health worker, doctor, child and youth counsellor or other profession.