

Telepsychiatry Emergency Management

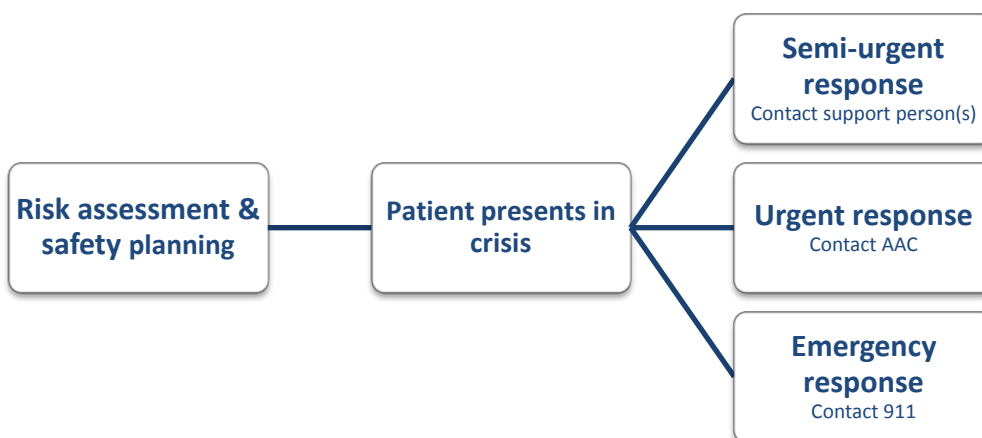
Site Applicability

St. Paul's Hospital, Outpatient Mental Health: Reproductive Psychiatry and Brief Intervention Clinics (BIC)

Practice Level

Nurses (RN/RPN), Social Workers, and Psychiatrists

Algorithm



Need to Know

Required:

- Access to FAX machine or e-fax software
- Patient safety plan
- MHA form 4

Telepsychiatry is the use of two-way real-time interactive audio and video equipment to provide and support psychiatric assessment and care at a distance. It is important that an emergency management protocol is in place to safely support patients who present in crisis during a telepsychiatry visit.

This material has been prepared solely for use at Providence Health Care (PHC), Provincial Health Services Authority (PHSA) and Vancouver Coastal Health (VCH). PHC, PHSA and VCH accept no responsibility for use of this material by any person or organization not associated with PHC, PHSA and VCH. A printed copy of this document may not reflect the current electronic version.

Protocol

Risk Assessment – CASE COORDINATOR

Prior to engaging in telepsychiatry, at the point of first contact with a case coordinator, all patients should be assessed for safety risk(s), with particular attention to risk of self-harm and suicide.

Safety Planning – CASE COORDINATOR

The case coordinator should also work collaboratively with patients to develop a **safety plan**, outlining a specific set of strategies used to decrease the risk of unsafe behaviour(s). Safety plans typically include:

- Warning signs
- Coping strategies
- Ways to reduce availability of means
- List of individuals or agencies that may be contacted during a crisis

The patient's **support person** and **phone number** should be clearly documented in the case coordinator's intake note and provided to the psychiatrist (prior to the first telepsychiatry visit).

Emergency Management Protocol – PSYCHIATRIST LED

1 PREPARE	Prior to a telepsychiatry session, the physician should ensure access to: <ul style="list-style-type: none"> • Patient-specific safety plan (with name/phone number of a support person) • Mental Health Act Form 4 • Fax machine or faxing software 		
2 VERIFY	At the start of a telepsychiatry session, the physician should verify: <ul style="list-style-type: none"> • the patient's location/address • support person's name and phone number 		
3 ASSESS	If a patient presents in distress, the physician should assess and determine the appropriate level of response: <ul style="list-style-type: none"> • semi-urgent • urgent • emergency 		
4 RESPOND	A) SEMI-URGENT Call patient's support person(s)	B) URGENT Call the Access & Assessment Centre and request Car 87* 604-675-3700	C) EMERGENCY Call 911

*Car 87 (Mental Health Car) deploys a Vancouver Police constable with an RN/RPN to provide on-site assessments and intervention for people living with mental illness. **It is only available to patients living in the city of Vancouver.**

Issuing a Medical Certificate (Form 4) under the BC Mental Health Act (MHA)

If, based on examination, a psychiatrist is of the opinion that a patient requires an involuntary admission to a designated facility (per BC MHA criteria), a medical certificate (Form 4) may be issued. As outlined in [Appendix A](#), physicians with admitting privileges to St. Paul's Hospital are able to complete a medical certificate.

1. Psychiatrist completes Form 4	Psychiatrist completes Form 4 and provides form to a case coordinator.
2. Psychiatrist to determine whether patient is willing to go to hospital (with support person, car 87, or emergency medical services EMS). If patient is willing to go to hospital, proceed to step 5. If patient is unable to come into hospital voluntarily, proceed with steps 3 & 4 in contacting the police.	Under Section 28 of the BC Mental Health Act, police have the authority to bring a person to the hospital to be assessed/examined by a doctor if there is reason to believe the person who is suffering from a mental illness is likely to cause harm to themselves or others if not treated.
3. CC phones VPD and obtains a VPD File Number	CC calls the VPD at 604-717-3321 to seek help bringing patient to hospital. CC also obtains a VPD file number and writes the file number and patient's date of birth on the Form 4.
4. CC faxes Form 4 to VPD CPIC and VCH AAC	CC uses a PHC cover sheet (Appendix B) and faxes Form 4, with VPD file number, to: <ul style="list-style-type: none"> • VPD CPIC at 604-666-2454 • VCH AAC at 604-675-3705 and/or hospital where patient is being transported
5. CC faxes Form 4 to appropriate hospital	CC uses a PHC coversheet and faxes Form 4, with any collateral providing rationale for admission, to hospitals (Appendix C) where patient is being transported.
6. CC notifies care team and family	CC notifies patient's care team (e.g., family physician, community mental health team) and family that a Form 4 has been issued and patient has been brought to hospital.

CC: Case Coordinator, SW: Social Worker, VPD: Vancouver Police Department, CPIC: Canadian Police Information Centre; VCH AAC: Vancouver Coastal Health Access and Assessment Centre

Documentation

- **Psychiatrist:** a consult note with details related to patient presentation, clinical assessment and emergency response should be documented
- **Nurse/Social Worker:** an interdisciplinary progress note describing the clinician's role in the emergency response should be included in the patient's chart.

This material has been prepared solely for use at Providence Health Care (PHC), Provincial Health Services Authority (PHSA) and Vancouver Coastal Health (VCH). PHC, PHSA and VCH accept no responsibility for use of this material by any person or organization not associated with PHC, PHSA and VCH. A printed copy of this document may not reflect the current electronic version.

Related Documents

1. [B-00-07-10040](#) - Telepsychiatry Guideline
2. [PHC Virtual Health Website](#)
3. [PHC/VCH/PHSA External Telehealth Videoconferencing Policy](#)

References

American Telemedicine Association. (2013). *Practice guidelines for video-based online mental health services*. Retrieved from https://www.integration.samhsa.gov/operations-administration/practice-guidelines-for-video-based-online-mental-health-services_ata_5_29_13.pdf

BC Mental Health Act. (1996). Retrieved from the Government of British Columbia website: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/00_96288_01

Canadian Medical Association (2020). *Virtual care playbook*. Retrieved from https://www.cma.ca/sites/default/files/pdf/Virtual-Care-Playbook_mar2020_E.pdf#section-p11

Centre for Addiction and Mental Health (2015). *Telepsychiatry clinical protocol*. Retrieved from http://www.camh.ca/-/media/files/telepsychiatry_clinical_protocol_updated-pdf.pdf

Chipp, J., Ramlall, S., & Mars, M. (2012). Practice guidelines for videoconference-based telepsychiatry in South Africa. *African Journal of Psychiatry*, 15(4), 271-282.

Shore, J. H. (2013). Telepsychiatry: Videoconferencing in the delivery of psychiatric care. *American Journal of Psychiatry*, 170(3), 256-262.

Endorsed By:

Physician Program Director, Department of Psychiatry
Department Head of Psychiatry
Program Director, Mental Health Program
Physician Lead, Brief Intervention Clinic
Patient Care Manager, Brief Intervention & Reproductive Psychiatry Clinics
Clinical Nurse Leader, Brief Intervention Clinic
Project Leader, Patient Transitions & Virtual Health
Leader, Information Access and Privacy
Clinical Nurse Specialist, Emergency Department


Developed By:

Clinical Nurse Specialist, Psychiatry

This material has been prepared solely for use at Providence Health Care (PHC), Provincial Health Services Authority (PHSA) and Vancouver Coastal Health (VCH). PHC, PHSA and VCH accept no responsibility for use of this material by any person or organization not associated with PHC, PHSA and VCH. A printed copy of this document may not reflect the current electronic version.

Effective Date:	23-JUL-2020
Posted Date:	23-JUL-2020
Last Revised:	
Last Reviewed:	
Approved By:	PHC
	Professional Practice Standards Committee
Owners:	PHC
	Mental Health

Appendix A: Mental Health Act Director Designation



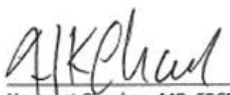
How you want to be treated.

Mental Health Act Director Designation
February 2018

I, Harpreet Chauhan, as Director of the designated facilities of St. Paul's Hospital, Mount St. Joseph's Hospital, Alder Unit at St. Vincent's Langara and Parkview Unit Youville, hereby authorize:

- A. All physicians entitled to practice medicine at St. Paul's Hospital, Mount St. Joseph's Hospital, Alder Unit at St. Vincent's Langara and Parkview Unit Youville, to complete the following certificates of the Mental Health Act:
 - Form 4: Medical Certificate (Involuntary Admission)
 - Form 6: Medical Report on Examination of Involuntary Patient (Renewal Certificate)
 - Form 20: Extended Leave Authorization
- B. All physicians entitled to practice medicine at St. Paul's Hospital, Mount St. Joseph's Hospital, Alder Unit at St. Vincent's Langara and Parkview Unit Youville, and all Charge Nurses and Patient Care Managers employed by St. Paul's Hospital, Mount St. Joseph's Hospital, Alder Unit at St. Vincent's Langara and Parkview Unit Youville, to complete the following certificates of the Mental Health Act:
 - Form 5: Consent for Treatment (Involuntary patients)
- C. All physicians entitled to practice medicine at St. Paul's Hospital, Mount St. Joseph's Hospital, Alder Unit at St. Vincent's Langara and Parkview Unit Youville, and all Social workers, Clinical Nurse Leaders and Nurses (RN and RPN) employed by St. Paul's Hospital, Mount St. Joseph's Hospital, Alder Unit at St. Vincent's Langara and Parkview Unit Youville, to complete the following certificates of the Mental Health Act:
 - Form 15: Nomination of Near Relative *
 - Form 16: Notification to Near Relative (Admission of Involuntary Patient)*
 - Form 17: Notification to Near Relative (Discharge of Involuntary Patient)**
- D. All physicians, Clinical Nurse Educators, Clinical Nurse Leaders and Clinical Coordinators entitled to practice at St. Paul's Hospital, Mount St. Joseph's Hospital, Alder Unit at St. Vincent's Langara and Parkview Unit Youville, are able to complete the following certificates of the Mental Health Act:
 - Form 21: Director's Warrant (Apprehension of Patient)

*Please note that Forms 15 and 16 is normally completed by the designated Social Worker.
**Please note that Form 17 is normally completed by the Clinical Nurse Leader (CNL) or his/her delegate.




Harpreet Chauhan, MD, FRCPC
Head, Department of Psychiatry
Providence Health Care

Mail 1061 Burrard Street
Vancouver, BC Canada V6Z 1Y6

Office 1190 Hornby Street
Vancouver, BC Canada V6Z 2K5


Tel 604 806 9090
www.providencehealthcare.org



Holy Family Hospital | Mount Saint Joseph Hospital | St. Paul's Hospital | St. Vincent's Hospital: Brock Fahmi, Langara, Heather | Youville Residence | Marion Hospice

This material has been prepared solely for use at Providence Health Care (PHC), Provincial Health Services Authority (PHSA) and Vancouver Coastal Health (VCH). PHC, PHSA and VCH accept no responsibility for use of this material by any person or organization not associated with PHC, PHSA and VCH. A printed copy of this document may not reflect the current electronic version.

Appendix B: Notice to Canadian Police Information Centre (CPIC) and Hospital(s) Patient Might Present

 <p>NOTICE TO CANADIAN POLICE INFORMATION CENTRE (CPIC)</p> <p>FORM 4</p> <p>Date: _____</p>	
URGENT & CONFIDENTIAL	
From: PROVIDENCE HEALTH CARE Site/Hospital: _____ Clinic: _____ Clinic Phone Number: _____	FAX to: <input type="checkbox"/> VPD CPIC –604-665-3454 <input type="checkbox"/> VANCOUVER Access & Assessment Centre (AAC) 604-675-3705 <input type="checkbox"/> Other Hospital: _____ Fax Number: _____
<div style="display: inline-block; background-color: black; color: white; padding: 2px 10px;">VPD File #</div> <div style="border: 1px solid black; width: 150px; height: 20px; display: inline-block;"></div>	
Re: MHA Form 4 Medical Certificate The above would like to request police/AAC assistance with the attached Mental Health Act Form 4.	
<input type="checkbox"/> Form 4 Medical Certificate (attached)	<input type="checkbox"/> Expiry date: (yyyy/mm/dd) _____
<i>Note: the information below is relevant as of the faxed date</i>	
Surname	Given name
Date of birth	Gender
Aliases	
Street address	
City	
Phone #	Alt Phone #
Race / Ethnicity	Height
Hair colour	Eye colour
Markings: (scars, tattoos, piercings)	
Cautions: (violence, suicide, self-neglect)	
<small>This information is confidential and is intended solely for the use of the individual or entity to whom it is addressed. Any distribution, copying, disclosure or other use is strictly prohibited. If you have received this information in error, please notify the sender immediately.</small>	

Appendix C: BC Hospital Contact Information

Most Frequented Hospitals by SPH Patients

Hospital	ED Psych Fax	ER Psych Phone	Switchboard
Burnaby Hospital	604-412-6173 (Attn: FAO PLN)	604-807-1866	604-434-4211
Lions Gate Hospital	604-984-5828	604-988-3131 Ext 4289	604-988-3131
Richmond Hospital	604-244-5476	604-244-5214	604-278-9711
St Paul's Hospital	604-806-8673	604-806-8874	604-682-2344
Vancouver General Hospital	604-675-3013	604-612-7190	604-875-4111
VCH Access and Assessment Centre (AAC)	604-674-3705	604-675-3500	

OTHER BC HOSPITALS

LOCATION	HOSPITAL	MAIN	Emergency Dept.
Abbotsford	Abbotsford Regional Hospital	1-604-851-4700	
Burnaby	Burnaby Hospital	604-434-4211	604-412-6500
Campbell River	Campbell River Hospital	250-850-2141	
Chemainus	Chemainus Health Care Centre	250-737-2040	
Chilliwack	Chilliwack General Hospital	1-604-795-4141	
Comox	North Island Hospital Comox Valley	250-331-5900	
Courtenay	North Island Hospital Comox Valley	250-331-5900	
Delta	Delta Hospital	604-946-1121	
Duncan	Cowichan District Hospital	250-737-2030	
Fort St John	For St John Hospital	250-262-5200	

This material has been prepared solely for use at Providence Health Care (PHC), Provincial Health Services Authority (PHSA) and Vancouver Coastal Health (VCH). PHC, PHSA and VCH accept no responsibility for use of this material by any person or organization not associated with PHC, PHSA and VCH. A printed copy of this document may not reflect the current electronic version.

LOCATION	HOSPITAL	MAIN	Emergency Dept.
Hazelton	Wrinch Memorial Hospital	250-842-5211	
Kamloops	Royal Inland Hospital	250-374-5111	
Kelowna	Kelowna General hospital	250-862-4000	
Ladysmith	Ladysmith Community Health Centre	250-739-5777	
Lake Cowichan	Cowichan District Hospital	250-737-2030	
Langley	Langley Memorial Hospital	604-534-4121	604-533-6402
Maple Ridge	Ridge Meadows Hospital	604-463-4111	604-463-1809
Mission	Mission Memorial Hospital	1-604-826-6261	
Nanaimo	Nanaimo Regional General Hospital	250-755-7691	
Nelson	Kootenay Lake Hospital	250-352-3111	
New Westminster	Royal Columbian Hospital	604-520-4253	604-521-1443
North Vancouver	Lions Gate Hospital	604-988-3131	604-987-9849
Oliver	South Okanagan General Hospital	250-498-5000	
Osoyoos	South Okanagan General Hospital	250-498-5000	
Penticton	Penticton Regional Hospital	250-492-4000	
Port Moody	Eagle Ridge Hospital	604-461-2022	604-469-5191
Powell River	Powell River General Hospital	1-604-485-3211	
Prince George	University Hospital of Northern BC	250-565-2000	
Prince Rupert	Prince Rupert Hospital	250-624-2171	
Richmond	Richmond Hospital	604-278-9711	604-273-7212
Sechelt	St Mary's Hospital	604-885-2224	
Smithers	Bulkley Valley District Hospital	250-847-2611	
Squamish	Squamish General Hospital	1-604-892-5211	
Surrey	Surrey Memorial Hospital	604-581-2211	604-581-7173?
Terrace	Mills Memorial Hospital	250-635-2211	

This material has been prepared solely for use at Providence Health Care (PHC), Provincial Health Services Authority (PHSA) and Vancouver Coastal Health (VCH). PHC, PHSA and VCH accept no responsibility for use of this material by any person or organization not associated with PHC, PHSA and VCH. A printed copy of this document may not reflect the current electronic version.

LOCATION	HOSPITAL	MAIN	Emergency Dept.
Trail	Kootenay Boundary Regional Hospital	250-368-3311	
Vancouver	BC Women's Hospital	604-875-2424	604-875-3070
Vancouver	BC Children's Hospital	604-875-2345	604-875-2045
Vancouver	Mount St Joseph Hospital	604-874-1141	604-877-8320
Vancouver	UBC Hospital	604-822-7121	
Vancouver	VGH	604-875-4111	604-875-4995
Vanderhoof	St John Hospital	250-567-2211	
Victoria	Royal Jubilee Hospital	250-370-8000	
Victoria	Victoria General Hospital	250-727-4212	
White Rock	Peace Arch Hospital	604-531-5512	604-535-4504