

Urgent Psychiatric Consult Clinic (UPCC)

UPCC provides support to family physicians to assist with specific clinical questions and treatment recommendations pertaining to Addiction & Mental Health diagnoses. Consultation is available for the following patient populations with valid healthcare coverage:

- Adolescents (16+)
- Adults (18-64)
- Geriatric (65+)
- Perinatal and postnatal

Consult Criteria:

- Assessments done are for clinical purposes only and are not for forensic, legal, insurance or WCB purposes. Reports are for the clinical use of the referring physician and are not to be released to third parties.
- If addictions are the primary identified concern, Adult Addiction Services should be referred to first. Substance use is NOT an exclusionary criteria for UPCC, however a 5 day abstinence is required prior to a consult.

Referral Process:

- Referring physicians contact:
Access Mental Health
Phone # 403-943-1500
Fax# 403-943-9044
To initiate a referral and must confirm that they will continue with care as the Physician of Record (POR).

- Urgent Psychiatric Consult Clinic will receive and review the referral from Access Mental Health; and contact the patient to book a consult and determine any immediate safety needs, discussing any necessary intervention plans with the POR as needed.

- For referrals that do not fit UPCC criteria, the referring physician will be contacted and alternate resource information will be provided.

- If within 3 months of the initial consult, the POR identifies a need for further consultation, a new referral is not required.

There must be a reasonable time frame between consults for recommendations to be given a reasonable clinical trial.

The Patient Experience: What Will Happen?

Before the consultation...

You will be contacted by our clinic to book an appointment date and time; and again to confirm your attendance, usually the day before your appointment takes place.

***If you need to change or cancel a booked appointment, please do so at least 24 hours in advance.**

If you do not provide this notice, your referral will be returned to your family physician and the file will be closed.

What to bring to the consultation...

Please bring all medications that you are currently taking, as well as any medications you have been prescribed in the past for the concern being addressed. Bring the actual containers with the medication still inside. If you no longer have the containers, you can bring a list of the past medications. This is an important aspect of your care and will help us to provide a more useful consultation.

If you have questions, we recommend you write them down and bring them to the consultation.



During the consultation...

The consultation is a 45-60 minute discussion between you and a psychiatrist. The conversation will address your concerns, questions, current functioning, and circumstances leading up to the consult. Some of the clinics are teaching clinics with medical students conducting the interview under the direct supervision of a psychiatrist. You have the right to decline having a student interview and please let the clinic know if this is a concern for you.

After the consultation...

A brief report of the consult will be sent to your family physician, which will include any treatment recommendations that were discussed with you. Please make a follow-up appointment with your family physician, within a few days after the consult, to discuss further. A more comprehensive report will be sent to your physician providing additional detail to assist you and your physician in planning your current and future care.

***Please note the consulting psychiatrists do not provide prescriptions. If medications are recommended, it is the responsibility of the referring physician to prescribe.**

UPCC Clinic

Expectations:

Attendance: participants are expected to attend the consult as scheduled.

If you are unable to attend due to illness or a pre-scheduled appointment please inform the clinic.

Please note this cancellation policy, your appointment MUST be confirmed 24 hours prior to your appointment, no confirmation will result in a cancellation of your referral.

Confidentiality: It is very important that participants respect each other's privacy.

Alcohol/Drugs/Smoking: Minimum of 5 day abstinence of misused substances (alcohol, street drugs and/or prescription medication) is required prior to the scheduled appointment. Otherwise, the referral for consultation may be cancelled.

Appropriate use of prescribed medication may be part of treatment. If you require assistance with abstaining from substances for assessment please discuss prior to your assessment, and discuss other community health resources with your referring physician.

Smoking is not permitted on hospital property.

Further information on Urgent Psychiatric Consult Clinic:

Location: Holy Cross Ambulatory Care Centre, Rockyview General Hospital Room 4A149 7007 14th St SW, Calgary, Alberta

Phone: (403) 943-3230
Fax (403) 259-6289

Health Link Alberta

Call toll free:

811

1-866-408-LINK (5465)

Edmonton: 780-408-LINK

Calgary: 780-403-943-LINK

Distress Center

24/7 Crisis Centre

(403) 266-HELPP (4357)

(403) 266-1601

Directions to Urgent Psychiatric Consult Clinic:

From Public Parking Lot 1:
Proceed from the main entrance of the hospital, past the "Information Desk"

Stay on the main floor and turn right past the "Day Surgery" sign

Proceed through the link to "Ambulatory Care Centre"

Look for our sign ("Psychiatric Consult Clinic") behind and down the hallway past the "Trendz Coffee" counter

Staff available Monday- Friday 8 am- 4:15 pm

Closed statutory holidays



Revised Jan 27, 2017



Rockyview General Hospital



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