



Ross Memorial Hospital
Mental Health Program
10 Angeline St. N. 2nd Floor
Lindsay, ON K9V 4M8
Ph: (705) 328-6064 Fax: (705) 328-6065
Visit www.rmh.org and search by Programs & Services

Mental Health Out-Patient Programs

Psychiatry and Crisis Response Services

CRISIS SUPPORT IN THE EMERGENCY DEPARTMENT

Patients that present in Emergency with a mental health issue are seen by the Crisis Triage Nurse. The Crisis Triage Nurse is available in the Emergency Department Monday—Friday 8:00am until 11:00pm and on the weekend from 10:00am until 6:00pm. Please note there is no crisis coverage on stat holidays.

CRISIS TRIAGE NURSE'S ROLE:

- Assessment is the first goal.
- Connection to stabilizing resources.
- Further assessment by the psychiatrist when needed.
 - Admission when necessary.

CRISIS SUPPORT PROGRAM

- Once a referral has been received, the client should receive a call back within 72 hours.
- Crisis Support Counselling is intended to be utilized within days, not weeks. Crisis Support is available on a short term basis for stabilization or to connect patients to other services.

BRIEF INTERVENTION PROGRAM

- Brief one-to-one interventions are available on short term basis (3-5 sessions)
- Depending on demand, people are scheduled in as quickly as possible.
- Assessment, stabilization, connect to support and health teaching are the functions of this role.

PSYCHIATRY

- You **must have a doctor's referral** to see a psychiatrist.
- We have several psychiatrists in our program.
- Psychiatrists at Ross Memorial Hospital **DO NOT** do psychoanalysis.
- Psychiatrists will monitor symptoms and manage medications.
- Psychiatrists help your treatment team by defining your diagnosis.
- *Not everyone who receives Mental Health Services needs a psychiatrist.*

MISSED APPOINTMENTS WITH DOCTORS.

If you miss 2 consecutive appointments without reason, your file will be closed. You will need to see a family doctor for a new referral and the wait list will apply.

READY FOR COMMITMENT

Everyone who attends services here is asked to make a commitment to attend appointments, groups etc. There are many parts to your mental health recovery. Health care professionals and medications are only going to help you to a certain point. You must take responsibility to change some things (like ways of thinking and behaving) to really feel better.

REFERRAL PROCESS

Any City of Kawartha Lakes resident at least 16 years of age may complete a referral form. Once a referral has been received, you will be contacted for an intake assessment to determine if our program will suit your needs. People who require either inpatient admission or alternate community care will be directed accordingly.

Referrals can be made by:

Calling Kathleen Hayes at (705) 328-6064, coming in to the Mental Health Day Program area (Mon – Fri 7:30am – 3:30pm), at your doctors office, by fax or by mail.

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