

## Island Health's TeleMental Health Service



Island Health's TeleMental Health Service improves the ability for children, youth, and their families to access to mental health screening, assessment, diagnosis and intervention from home or within their home community.

The benefits for families are that they do not have to travel long distances that are far from home to arrive at the appointment.



**ISLAND HEALTH**

**TELEMENTAL HEALTH SERVICE**

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**CHILD AND YOUTH  
TELEMENTAL HEALTH  
SERVICE**

**Information for Parents  
and Guardians**

Providing increased  
mental health care to rural  
and underserved  
communities

## What is TeleMental Health:

Island Health's TeleMental Health service is an option for children/youth and their families to access mental health care by using a smart phone/computer and wi-fi at home or a computer at their local Island Health facility.

The connection between with the psychiatrist is secure, no-one else can see or hear the session.

## TeleMental Health is Secure & Easy



## What can I expect during an appointment?

- You can see, hear and talk to the psychiatrist
- If at a health clinic you are not required to operate the equipment, a local clinician may be present in the room to support you during your session (you have the right to ask them to step out of the room at any time during the consult)

## How long is an appointment?

The length of an appointment is based on your child's situation, but is similar to an in-person visit.

## What are the benefits?

- You don't have to travel to Victoria or to another location far from home, saving time and money
- Depending on the child/youth's comfort level, the psychiatrist will allocate time to speak with the family together, and then separately with the child/youth and then with the parents/guardians.

## I may be interested ... what do I do now?

- Meet with your pediatrician/family physician and discuss the option of using TeleMental Health for your child
- If you both agree this may be an option for you, the physician sends a request to Island Health's TeleMental Health Intake Service
- An Island Health clinician will review your child's situation to confirm that a psychiatric consult via Telehealth would be suitable
- If so, an Island Health staff member will contact you to book the psychiatric consult

## May my child still meet with a psychiatrist in person?

If you feel the TeleHealth session isn't meeting your child's health care need, you may end the session and request an in-person appointment (request through your family physician).

## How is my privacy protected?

All TeleMental Health sessions adhere to the Freedom of Information and Protection of Privacy Act. Your session is not taped.

## PARENT/GUARDIAN ROLE IN TELEMENTAL HEALTH PROCESS

Meet with your pediatrician/family physician

Your pediatrician/family physician submits a referral to Island Health

If the referral is accepted forms will be send to you to complete

Island Health phones you to book the appointment

You and your child log on or arrive at the location

Psychiatrist connects with you and your child virtually

Psychiatrist sends a report to your pediatrician/family physician

Your pediatrician/family physician follows up with you