**Geriatric Psychiatry Support to London Middlesex**

**Long-Term Care Homes during COVID-19**

The Parkwood Institute Tertiary Mental Health Team, the regional geriatric psychiatry support, consists of geriatric psychiatry and nursing. The team is available Monday to Friday between 8am and 4pm to support all Long-Term Care (LTC) Homes in the South West region. The process outlined in the attached flow chart, and supplemented below, detail how to access the team when needed.

**Process**

* The Behavioural Response Team (BRT) located at London Health Sciences Centre will be the first point of contact for LTC Homes (outside of LTC Home staff) for behavioural or psychiatric needs
* LTC Homes will follow their normal referral processes for contacting BRT and geriatric psychiatry
* The BRT is not a crisis or urgent response team. LTC Homes should contact the ED physician in a crisis situation.
* BRT can request additional support by contacting Sharlene Elsie. Sharlene is available Monday to Friday from 8am to 4pm. If outside of these hours, please leave a message and Sharlene will return the call as soon as possible during business hours.
  + [Sharlene.Elsie@sjhc.london.on.ca](mailto:Sharlene.Elsie@sjhc.london.on.ca)
  + Phone: 519-646-6100 x47335
  + Fax: 519-455-5679
* If BRT does not have access to nursing and/or other health professionals due to structure of the current team, they may request support from the regional team for specific clients
* When regional support is required, the team will begin their support with indirect assessment first, before direct assessment (if needed)
  + Indirect assessment (also referred to as case conferencing, case review or standard clinical review) involves chart review, discussion with health care providers and/or family members or support systems for the client; however, the client is not directly assessed
  + Direct assessment involves speaking to and/or viewing the client
* Virtual assessments (telephone, video calls) will be conducted first; in-person assessments will only be conducted if essential
* The Discharge Liaison Team (DLT) will continue to follow-up with clients on their current caseload. In addition, they will be available from 4pm to 8pm on weekdays for direct physician contact.

**Physician to Physician Requests**

* If a LTC Physician has a focused pharmacological question and needs to speak to a geriatric psychiatrist, the following channels can be used:
  + Monday to Friday, 8am to 4pm, a geriatric psychiatrist can be contacted directly by sending a request to Sharlene Elsie.
  + Monday to Friday, 4pm to 8pm, a geriatric psychiatrist can be contacted through the Discharge Liaison Team by calling 519-455-5110 x 47325
  + Monday to Friday, 8pm to 8am and on weekends, please contact the Emergency Department physician who may contact psychiatry on-call.
* Please ensure the BRT is made aware of the situation or a referral to BRT is completed, if appropriate.

**Rounding**

* The regional geriatric psychiatry team will offer regular rounding to LTC Homes who make a request. Rounding can be used to discuss clients who are known to BRT or DLT, or new clients with psychiatric or behavioural concerns. To request rounding, please contact Sharlene Elsie.
* Rounding may occur between the regional geriatric psychiatrist and/or nurse and
  + Medical Director or other LTC Physician
  + Director of Care or delegate
  + LTC BSO Team

**Required Supports**

* Sharlene Elsie will need the email address and/or telephone number of the clinician at the LTC Home who will be conducting the visit from the LTC Home end
* Client medical records need to be accessed remotely. The following options, in order of preference, may be considered:
  + Remote access to LTC Home EMR
  + Email
  + Fax

**Contact Information for London Middlesex**

**Behavioural Response Team (BRT)**

*Hours*: Monday to Friday, 8am-4pm

*Phone*: 519-667-6865

**Sharlene Elsie** (for accessing regional support team or physician-to-physician requests)

*Hours*: Monday to Friday, 8am-4pm

If non-urgent and outside of these hours, please leave a message and Sharlene will return your call as soon as possible during business hours.

*Email*: [Sharlene.Elsie@sjhc.london.on.ca](mailto:Sharlene.Elsie@sjhc.london.on.ca)

*Phone*: 519-646-6100 x47335

*Fax*: 519-455-5679

**Discharge Liaison Team (DLT)**

*Hours*: Monday to Friday, 4pm-8pm for physician-to-physician requests

Also available during normal business hours to support clients on their existing caseload

*Phone*: 519-455-5110 x 47325