



The Shared Mental Health Care Team

A proud partnership between:

The Bruyere Academic Family Health Team

And

The Ottawa Hospital Academic Family Health Team

To contact us:
Phone: (613) 798-5555 ext 19112
Fax: (613) 761-4908

The Shared Mental Health Care Program (SMH)

Who We Are

We are a multi-disciplinary team of mental health professionals which includes two psychiatric nurses and one Advanced Practice Nurse, two social workers, three part-time psychiatrists and one office administrator.

What We Do

We work closely with your health care provider to ensure you receive the mental health support and treatment you need to be as healthy as you can be. If you have been referred to the SMH program, this brochure will help you understand our unique approach to patient care.

Who We Serve

Individuals in need of timely, short term, mental health care who have been referred to our services by their health care provider. We only see Ontario patients who are 16 years and older at this time.

Your First Appointment - The Intake Appointment

The SMH team aims to meet all new patients within 4 weeks of their referral. First, our team meets to discuss your referral and determine who should see you first. Soon after that our office administrator will call you to set up an intake appointment. This appointment is usually with a psychiatric nurse or a social worker and will last between 60-90 minutes. You should expect this call within two weeks of us receiving your referral.

At the intake appointment, we will ask you questions so that we can begin to understand your symptoms and challenges. Some patients find the intake appointment tiring, but it will help us work with you to create a plan for your treatment and ongoing care. Because we take a multi-disciplinary approach to patient care, your plan may involve some or all of our team members based on your particular needs. A referral to our team does not necessarily mean you will see the psychiatrist or the psychologist with our team.

Your Treatment Plan

We can see patients for up to 8 sessions after which we will work closely with you to find alternate support if necessary. The SMH program does not provide long-term follow up services, nor are we able to provide you with a psychiatrist who will see you regularly over an extended time period.

Your plan may involve one or more of the following which will be discussed with you during your intake appointment:

- Individual therapy or counseling
- Group therapy
- Diagnostic clarification
- Treatment recommendations
- Education and advice about psychiatric medications
- Assistance with insurance forms
- Developing back to work plans
- Help understanding the mental health system
- Information and help accessing community resources

Our Policies

There is a high demand for the services we offer. In order to provide the best possible care we ask that you respect the following policies:

1. Arrive 10 minutes before your appointment - if you arrive late, we will not be able to see you for your full session time.
2. If you are not able to make it to an appointment, please contact the office at least 24 hours in advance to cancel. Failure to do so will count as a missed appointment. If we are unable to answer, please leave a message. 613-798-5555 ext 19112
3. If you miss 3 appointments, or if we have no contact from you for 6 months, you will be discharged from the Shared Mental Health Care Team and will need to be re-referred by your health care provider at a later time.

Thank you for your commitment to attend your appointments or call us to cancel so that we can book someone else into that time slot and provide you with the most timely care possible.