

What is Telepsychiatry?

Telepsychiatry uses video technology to provide you with exceptional care, from the comfort of your own home.

A telepsychiatry appointment is just like a regular face-to-face appointment, but instead of meeting in person, you can meet with a staff member through a tablet, a smartphone, or a computer.

A psychiatrist can meet with you virtually, ask you questions about recent health changes or concerns, and support you with a management plan.

What do I need?



An email to send/receive appointment information



A tablet, smartphone, or computer



Access to Wi-Fi or other internet data collection. We recommend using your home internet or secure alternative.



Who will I meet along the way?



Case Coordinator

The case coordinator will call you for an intake assessment and to schedule an appointment.



Psychiatrist

Your psychiatrist will meet with you to discuss your health history, current symptoms, and treatment options. The number of visits will be determined based on need.



Community Partners

Connecting with community partners (e.g. public health nurse, lactation consultant, etc.) can also be a part of your care plan.

What about my Privacy?

To confirm your identity and access the virtual appointment, we will collect personal information, including your first name, last name, and email address, in accordance with BC's Freedom of Information and Protection of Privacy Act.

We will send you details on your first appointment to the email address or phone number you share with us.

Your information - including the care you receive - will be kept confidential, unless you or someone else is at imminent risk of serious harm or injury.

PHC Virtual Care Resources

- [Virtual Health Patient Resource Guide](#)
- For comments and questions regarding video conferencing between patients and care providers, contact virtualvisits@providencehealth.bc.ca
- For questions about privacy and security, contact: Privacy@providencehealth.bc.ca

Anything else I should know?

- We want your virtual visits to be successful and easy to use, but we know unexpected tech problems can come up. If you face any problems, please let us know.
- Security measures (e.g. encryption) will be used to safeguard communications. However, PHC cannot guarantee the security of the information you share.
- You are responsible for the security of your own device, email service, and Wi-Fi connection.
- Telehealth applications may ask for permission to access content on your device to work properly (e.g. camera and microphone). These applications may collect information such as your name, email address, or IP address.
- Your data may be stored and/or accessed outside of Canada.
- Your care team will let you know if any other person(s) can see or hear you before the conversation begins.
- All rules and regulations which apply to medicine in BC apply to video conferencing (e.g. documentation in your health record).

What Can I Expect at the Reproductive Psychiatry Clinic?

Many families who come to us are going through some of the hardest times in their lives. The path to wellness can feel long, tiring and incredibly overwhelming.

We're here for you. The team at the Reproductive Psychiatry Clinic is honoured to walk alongside you and support you through your wellness journey.



Where Can I Find Available Resources in British Columbia?

Pacific Postpartum Support Society

A program for mothers experiencing postpartum/perinatal distress, depression and anxiety. Services include: Telephone and texting support, weekly support groups, and support for partners.

www.postpartum.org

Mon to Fri: 10:00am - 3:00pm

Phone or text support: 604-255-7999

Vancouver Breastfeeding Centre

A centre offering breastfeeding and lactation consultations to pregnant women, mothers, and infants who experience difficulties with breastfeeding

www.breastfeedingclinic.com

Mon to Fri: 10:00am - 3:00pm

Phone or text support: 604-255-7999

Drugs and Lactation Database

A database maintained by the National Institutes of Health (NIH), containing information on medications on to which breastfeeding mothers may be exposed.

www.ncbi.nlm.nih.gov/books/NBK501992/

Vancouver Coastal Health Public Health

Public health provides a range of services, including support during and after pregnancy. In addition to parent and infant groups, public health nurses can provide clinical support and evidence based resources.

www.vch.ca/public-health/pregnancy-parenting

Health Link BC

A service providing reliable, non-emergency health information and advice in BC.

Phone: 811

www.healthlink.bc.ca

BC Crisis Centre

A non-profit, volunteer organization that helps people deal with crisis. Available 24 hours a day, 7 days a week.

<https://crisiscentre.bc.ca/get-help/>

Mental Health Support Line: 604-310-6789

Suicide Hotline: 1-8000-SUICIDE (784-2333)

St. Paul's Hospital (Burrard Building)

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Phone Number: 604-682-2344 ext.62454

TELEPSYCHIATRY INFORMATION FOR PATIENTS



St. Paul's Hospital Reproductive Psychiatry Clinic