

## CanREACH Consultation Service (CCS)

**Objective:** To advance the mental health of children and youth through ongoing support for primary care providers.

### **WHAT is the CanREACH Consultation Service (CCS)?**

Telephone consultation with CanREACH faculty, and a CanREACH trained Mental Health Clinician:

- Similar in format to the case presentation calls, based on the CanREACH model, materials & principles
- Regarding assessment, diagnosis, medication, treatment and/or resources
- For cases which are mild to moderate in severity

### **WHO can access this service?**

Participants who have completed the CanREACH PPP Fellowship are eligible provided they:

- Reside or Practice in the province of Alberta *and*
- Completed both the three day workshop and upon having participated in at least 6 of the clinical case conference calls during their PPP Fellowship.

### **WHEN are consultations offered?**

- Several appointment times are available on weekdays during lunch time, afternoon or at 5 pm. Initial and follow-up consultations are allotted 30 and 15 minutes time, respectively. Additional time can be scheduled when requested in advance.

- Preferred dates and times will be accommodated whenever possible.
- Appointments are assigned in the order in which they are received.

### **HOW do I access this service?**

1. Complete the **CCS Consultation Request Form** electronically.
2. Submit it to CanREACH via email to [can.reach@recoveryalberta.ca](mailto:can.reach@recoveryalberta.ca)
3. Within 3 business days you will be offered an appointment time(s) based on availability.
4. Conference call information will be sent by email once the consultation booking is confirmed.
5. Call the CCS number provided at your scheduled time. You are advised to take your own notes as a consultation summary will not be provided.
6. Resources referenced during the call will be sent by email following the consultation.

Follow-up consultations are available as needed, and follow the same referral and booking process.

### **Do I need signed consent from the patient/guardian to discuss the case with the CCS?**

- The referring professional must obtain informed consent from the patient/guardian before discussing the case with the consulting psychiatrist. This is due to the personal patient information (Name, DOB and AHC#) that he requires for billing purposes.
- The request form contains a check box to indicate that informed consent was obtained. It is not necessary to send any written documentation.
- ***To protect patient privacy, ensure all information sent by email or fax contains no personal or identifiable patient or family information.***

### **Can I bill for and/or am I billed for using this service?**

There is no cost to you for this Service.

For billing fees & codes, see Alberta Medical Association's [Fee Navigator](#) or contact [billingadvice@albertadoctors.org](mailto:billingadvice@albertadoctors.org)

*This information may be amended as we work to improve this service over time. Your feedback is welcome.*