



## Tele-Mental Health

# Frequently Asked Questions (FAQ)

After discussions with you, your worker or care provider has decided to refer you for a virtual appointment with a psychiatrist and/or other professional for extra help. A child psychiatrist is a doctor that tries to help youth and their families by talking to them about their thoughts, worries and behaviors. They may be able to give you and your case manager some recommendations to help you feel better.

The doctor will not be able to provide court-ordered assessments or parenting capacity assessments. This service is not for urgent cases or to provide immediate risk assessments – please refer to your local Emergency Department.

Below are some common questions to help you prepare for your upcoming meeting:

### 1. How does a virtual appointment work?

- A virtual appointment allows you to talk to someone in another location through video, using a private and secure connection

### 2. How long will the appointment last?

- The meeting may last about 1 to 2 hours

### 3. Who will be present in the virtual appointment?

- Your parent(s) or guardian(s) or support person might be present
- Your case manager
- The child psychiatrist and/or other professional(s) who will be helping you

### 4. What will happen in the appointment?

- The psychiatrist and/or professional may want to speak to everyone present in the meeting
- They will have some questions about family history, birth history, medical history, etc.
- They will ask many questions to get to know you and your situation and will share their thoughts on what may help you.
- Some questions you might be asked are:
  - “What are your biggest strengths / interests / stressors?”
  - “Where do you feel safe? Where do you not feel safe?”
  - “What are your goals and is anything getting in the way?”
  - “Who is concerned or worried about you? Why do you think you are here today?”

**5. What will happen after the appointment?**

- The psychiatrist and/or professional will prepare a report which will go to your case manager and/or primary care provider
- If any medications are suggested, they will be given to you by your own doctor

**6. What is the best place to have a virtual appointment?**

- In a private, quiet and safe space with a working camera, headset, speakers/microphone and reliable internet connection
- In a safe, fixed location (e.g., not a moving vehicle or in a busy public area) movement can cause distraction
- Always be in full view of the camera and sit in a location without windows or bright lights behind you

**7. Who should I contact if I experience technical difficulties?**

- Contact your case manager to support you with technical issues

**8. Will I see the psychiatrist and/or professional again?**

- This is a one-time appointment and they will not become your ongoing doctor
- If another virtual appointment is needed, your case manager will organize this

**9. What if I have other questions?**

- We hope that you will feel comfortable talking with the psychiatrist and/or professional in the virtual appointment, but if you have any questions please let your case manager or doctor know

**10. Other information to know:**

- The psychiatrist may belong to a teaching hospital and might have a medical student or resident with them who may or may not participate in the consultation. They will ask you before the appointment if you feel comfortable having them join for teaching purposes.
- If you do not join an appointment, your case manager may proceed to meet with the psychiatrist to determine treatment recommendations for you.
- You can revoke consent at any time by telling your case manager or the psychiatrist and/or professional.