



## **Recommended Communication Process Mental Health Treatment Programs**

### **Step 1**

#### **At point of program approval:**

- Area Counsellor phones admitting department to provide contact information
- Area Counsellor requests contact information of case manager
- Area Counsellor advises of need to request approval for family participation and extensions

### **Step 2**

#### **One week following admission:**

- Facility provides Area Counsellor notification of admission
- Facility provides physician's provisional diagnosis sheet
- Facility provides preliminary objectives discussed or interdisciplinary care plan

### **Step 3**

#### **Approximately 4 weeks into treatment:**

- Facility arranges teleconference with Area Counsellor, client, and service provider/OSI clinic to discuss:
  - client progress
  - interdisciplinary care plan
  - anticipated discharge planning needs
  - anticipated discharge date
  - relevant medication changes for purposes of confirming eligibility

### **Step 4**

#### **At point of discharge:**

- Facility contacts Area Counsellor to confirm discharge date
- Facility sends discharge summary with client signature to Area counsellor and providers