

Waitemata District Health Board
Best Care for Everyone

Accessing advice and making referrals: Adult Mental Health Services

Send referrals through **CareConnect e-referrals** or **CareConnect web referrals**. Please call the relevant mental health team if the referral is urgent.

Urgent referrals:

Call 111 if any concerns regarding imminent risk to self and others requiring immediate assistance. For urgent referrals please phone the relevant mental health service.

Urgent referrals are when a response is expected in the next 2-72 hours. Appropriate urgent referrals include presentations where there is:

- Acute suicidal ideation or risk of harm to others
- High risk behaviour associated with disordered perceptions or thoughts or poor impulse control
- Rapidly increasing symptoms of psychosis or mood disorder
- Unable to care for self or dependents with high risk of adverse consequences within 12-24 hours
- Serious distress to patient or carer arising from serious mental disorder
- High risk of relapse of someone with known mental illness, or serious adverse effects of current treatment



Useful information to include in referral:

- **Purpose of referral** – e.g. diagnostic clarification, crisis, deteriorating mental state, treatment review Does the person **consent** to the referral?
- Is **cultural input** required?
- **Demographics** – include current contact number
- **Support** – e.g. family/whānau, friends, therapist, NGO providers
- **Mental health diagnoses** and **risk history**

Current episode

- **Current stressors**
- **Mental health symptoms** with description of duration and severity
- Impairment in **functioning**
- **Risks –**harm to self/others, self-cares, organisational, reputation, financial, care of children, driving, etc.
- Any **recent changes in treatment**, e.g. medications tried including dose changes, therapies

Relevant information

- **Current medications** and any history of **adverse reactions**. *Please request medication serum levels if indicated (e.g. mood stabilisers, clozapine)*
- **Physical health issues** including **current physical health status**. *Is further medical assessment required?*
- **Alcohol and substance use**
- If in relation to pregnancy/postpartum:
  - **Breastfeeding status**
  - Any concerns with **bonding/care for baby?**

Useful contact details

Rodney – Phone: (09) 427 0360, Fax: (09) 427 0349

North – Phone: (09) 487 1414, Fax: (09) 487 1424

West – Phone: (09) 822 8501, Fax: (09) 822 8515

GP Mental Health Advice Line – Phone: 021 784 613, Monday to Friday, 8:30am to 4:30pm