



WHAT TO EXPECT WHEN CALLING COMPASS: HELPFUL TIPS FOR CARE PROVIDERS

The following information outlines how health care providers can make the most of a consultation call with the BC Children's Hospital Compass program.

What is Compass?

Compass is a consultative service available to health care providers across BC working with children and youth with mental health and substance use concerns. Compass is available to collaborate and support care providers across the province by providing telephone support.

Please note:

- Compass is **NOT** a crisis service and does not provide on-demand psychiatry for direct assessments
- Compass does not take over patient care
- Compass can provide support around service navigation, but **cannot expedite referrals to inpatient units or outpatient psychiatry services**
- Compass does **NOT** provide clinical supervision



Compass Clinical Pearl:

Having key information prepared before calling can ensure a successful consultation

Before calling Compass:

- Conduct patient assessments (e.g. learn what the patient is wanting help with; mental status exam; head to toe medical assessment; basic risk assessment).
- Gather helpful patient collateral (e.g. speak with patient's family to understand their concerns, learn whether the patient has connected with local child and youth mental health resources, etc).
- Identify who can provide support in the community (Child and Youth Mental Health team, crisis services, private counsellors, schools counsellors, psychologist).
- If your patient has previously seen and will continue to see their current counsellor and/or psychiatrist (community care team), consider connecting with the team before calling Compass.
- Identify the clinical question you will ask the Compass team.
- Set aside ~20 minutes for your Compass consultation call.



Compass Clinical Pearl:

Treatment outcomes improve when health providers use active listening skills and unconditional positive regard. Any interaction you have with the patient and family can be therapeutic!

What to Expect when Calling Compass:

- Initial calls to Compass take ~20 minutes. More than one call to Compass may be needed to address additional questions.
- Calls to Compass are for the care provider only; please do not include the patient or the family when you call Compass. If the family are needing support, please direct them to the Kelty Mental Health Resource Centre (kelytmentalhealth.ca)
- An experienced clinician will answer and triage the call. They will determine whether Compass can provide day-of support from a Compass child and adolescent psychiatrist.
- The clinician will ask about the information that has been collected about the patient (see 'Before Calling Compass' above) and will help to problem solve and provide support.
- Compass' multidisciplinary team reviews each case. The medical and clinical knowledge of the health care provider calling is key to the consultation. Please feel free to include more than one member of the community care team in the call.
- Depending on the context of the question being asked, as well as the clinicians' scope of practice, initial consultations can be completed in one call. If the provider calling is looking for prescriber support, please expect that the Compass team will book a subsequent appointment to speak with one of the child and adolescent psychiatrists.



Compass Clinical Pearl:

Many providers call Compass with complex cases with many intersecting issues (medical, psychiatric, psycho-social, etc.). Our priority is excellent clinical care, and given the complexity of the cases, please allow sufficient time to discuss the case. If you are pressed for time, please let us know and we can schedule unlimited follow-ups as need.

After a Compass Consultation:

- Compass is available for ongoing support. Please call with any additional questions.
- Compass will send a summary letter for the patient's chart / your clinical notes.
- Physicians [can bill for a Compass consultation](#) and apply for [CME credits](#).



Compass Clinical Pearl:

We encourage providers to practice self-care and ensure your own wellbeing while caring for others. We have a number of self-care resources available through our website: compassbc.ca/resources-for-covid-19