

# The Virtual Behavioural Medicine

Baycrest

Program (VBM)



## What is VBM?

The Virtual Behavioral Medicine (VBM) program provides support for individuals living with dementia who may be experiencing behaviors that put themselves or others at risk. The program focuses on addressing these challenges in a way that respects the person's unique needs and circumstances. The interprofessional VBM team works in partnership with the person living with dementia and their care team. The treatment consists of pharmacological (and non-pharmacological) interventions to address neuropsychiatric symptoms of dementia. VBM takes place through virtual visits. The VBM program is delivered from Baycrest and from UHN-Toronto Rehab. All referrals to VBM are processed through one central coordinating office run by Behaviour Supports Ontario (BSO).

## VBM is an escalation service

While it is not a requirement, it is preferred and recommended, that individuals should be seen by their local Behavioural Support Outreach Teams, and Geriatric Mental Health Outreach Teams/Community Psychogeriatric Outreach Teams/specialists, prior to referring to the program to make best use of local services and encourage continuity of care. VBM operates as an escalation based service for management of neuropsychiatric symptoms of dementia.

Intake & triage completed within 1-2 business days. An appointment will typically be offered within 2-3 weeks.

## How to Refer:

Any Physician or Nurse Practitioner can refer to this program by sending the referral to the Behaviour Supports Coordinating Office at Baycrest

For more information or to make a referral, contact our BSO Coordinating Office via:

Tel: 416-785-2500, ext. 2005

Toll free: 1-844-785-2500

Fax: 647-788-4883

Email: [behaviouralsupport@baycrest.org](mailto:behaviouralsupport@baycrest.org)

For more information & referral forms, please visit the [VBM Website](#) or scan the QR code



## Eligibility Criteria

**Diagnosis of Dementia-** Patients/clients with a confirmed diagnosis or strongly suspected diagnosis of dementia. **Primary concern is the presence of severe neuropsychiatric symptoms**, such as agitation and physical aggression

**POA/SDM Consent-** Consent from a Power of Attorney (POA) or Substitute Decision Maker (SDM) is required, as patients are unable to make healthcare decisions at this stage.

**Stable Medical Condition-** Patients/clients should be medically stable from a general medical perspective. Exceptions may apply for those referred while in acute care.

**Age -** Anyone meeting the above criteria over the age of 18 is eligible for VBM\* (*Baycrest only*).

*Additional Factors for Considering a Referral to VBM*

**Risk of Harm-** Patients/clients exhibiting behaviours that present a risk of harm to themselves or others due to dementia-related symptoms.



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