

Virtual Behavioural Medicine Information Sheet:

Information for Healthcare Providers

This service started as a collaborative partnership between the Baycrest Sam & Ida Ross Memory Clinic and Toronto Central Behavioural Support for Seniors Program (TC BSSP) which has grown in partnership with the Specialized Dementia Unit, Toronto Rehab, University Health Network. The program provides rapid access to short term specialized virtual behavioural medicine consultation and management of responsive behaviours, i.e. neuropsychiatric symptoms in dementia, as a supplement to existing local behaviour supports to prevent unnecessary hospitalization.

The care team may involve: Behavioural Neurology or Geriatric Psychiatry, Nurse Practitioners, Nurses, Pharmacist, Social Workers, a Neuropsychologist, Behavioural Support Clinical Navigators/Service Navigators and Clinician Leader. The teams focus on pharmacological treatment of severe unmanaged neuropsychiatric symptoms of dementia.

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.

Who could benefit?

- Individuals with a diagnosis of dementia, where the primary concern is severe unmanaged neuropsychiatric symptoms of dementia such as agitation and physical expression posing risk such as hitting, kicking, etc.
****Note: POA/SDM consent is required and patients should likely be incapable of making healthcare decisions.****
- Client is at risk of harm to self and/or others due to behaviours associated with dementia
- When an application for a tertiary specialized behaviour support bed (CASS bed) is being considered.
- Clients that are currently stable from a general medical perspective (some exceptions may be in place for clients referred while in acute care)
- Clients who are transitioning to another sector/place of care, where responsive behaviours may be a barrier to a successful transition.

How to refer?

Any Physician or Nurse Practitioner can refer to this program by sending the referral to the Behaviour Support Coordinating Office at Baycrest Fax: 647-788-4883;

Email: behavioursupport@baycrest.org

Catchment area

This program is available to all sectors and in close collaboration with the care teams and Behaviour support teams involved in the client's care.

- Available to community, acute care, post acute care and LTC
- Available to all Ontario Regions

Contact us

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

Tel: 416-785-2500, ext. 2005

Fax: 647-788-4883

Email: behavioursupport@baycrest.org

[VBM website and referral form](#)

The BSO Coordinating Office and Hotline are available 7 days a week from 8:30am-4:30pm. (excluding Statutory Holidays).

What to expect?

Once you send the referral, it will be triaged and you will be contacted by the Behaviour Support Clinical Navigator from the Toronto Central Behaviour Support Coordinating Office to complete any additional information, assess level of urgency, and facilitate the referral and scheduling. Each referral is triaged extensively and BSO Clinical Navigators will assign to VBM teams after clinical review of the patient case and deliberation with care teams. Once the appointment is set, you will receive an email from VBM Clinic Admin, with details of appointment time and length, some general information to prepare for the appointment, and either an Ontario Telehealth Network (OTN), Zoom or Microsoft Teams link to access the appointment. We encourage you to test the link beforehand to ensure a smooth virtual experience. Please see below our FAQ sheet for additional information.

Frequently Asked Questions:

Q: Who can refer to this program?

A: Referrals can be made by physicians and nurse practitioners.

Q: How will I know when an appointment is booked?

A: You will receive an emailed Outlook invitation from the VBM Clinic administrative staff, which would include the link to the OTN/MS Teams invitation, and additional information to prepare you for the appointment.

Q: How long are appointments?

A: The initial assessment can take between 1-2 hours. Baycrest Hospital & Toronto Rehab are teaching facilities with the duty to build capacity among next generation of physicians for the

care of older adults with neuropsychiatric disorders. As such, residents and fellows are often part of the team. If a resident or fellow is involved in the assessment there may be a 15-20 minute break during the assessment while the resident or fellow reviews the case with the VBM staff neurologist or psychiatrist. Follow up appointments are about 15 min each.

Q: Who should be present at the VBM appointment?

A: A caregiver/staff member who is familiar with client care, medical history, and behavioural history should physically accompany the client. BSO clinicians should be present if possible. The most responsible Physician/Primary Care Provider is encouraged to participate.

Q: What should I bring to the appointment?

A: At the time of the appointment, please have on hand a pen, paper, and any hearing aids/glasses required by the client/yourself. Please also have an updated medications list with dosages.

Q: How frequently does follow up occur?

A: Frequency of follow up will vary depending on need and availability. The length of time between follow up appointments typically range from 1-4 weeks. Follow up appointments are through OTN, MS Teams or Zoom (in some cases). Nurse practitioner/Registered Nurse and physician support may be available between appointments.

Technology Requirements:

Google Chrome browser is required for OTN usage. A laptop/tablet with internet and a working camera & microphone is required to participate in VBM appointments. Additional platforms used are Zoom and Microsoft Teams.

If experiencing technology issues on day of appointment, or if you have any scheduling issues, contact the relevant VBM Clinical Admin Team with whom the appointment was arranged;

Baycrest VBM Clinic Admin at 416-785-2444 and VBMClinicAdmin@baycrest.org

OR

Toronto Rehab VBM Clinic Admin at 437-994-0389 and trvirtualbehaviourmedicine@uhn.ca