

Virtual Behavioural Medicine Information Sheet:

Information for Healthcare Providers

VBM provides rapid access to short-term specialized virtual behavioural medicine consultation and intensive management of neuropsychiatric symptoms in dementia, i.e. responsive behaviours, as a supplement to existing local behaviour supports to prevent unnecessary hospitalization and reduce the burden of care. 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 CASS bed units (Specialized Dementia Unit, Toronto Rehab, University Health Network and Behavioural Neurology, Baycrest).

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

While it is not a requirement, it is preferred and strongly recommended that individuals be seen by their local Behavioural Support Outreach Teams and Geriatric Mental Health Outreach Teams/Community Psychogeriatric Outreach Teams/specialists before referring to VBM to make the 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, physical expressions, or other severely disruptive or risky behaviour.
- ****Note: POA/SDM consent is required, as patients will 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 or imitated.
- 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.

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

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 the 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 the 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 our FAQ sheet below for additional information.

Technology Requirements:

VBM is a fully virtual program. A Google Chrome browser is required for OTN usage. A laptop or tablet with internet access and a working camera and microphone are required to participate in VBM appointments. Zoom and Microsoft Teams are additional platforms used on an as-needed basis.

If you are experiencing technology issues on the day of the 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

VBM E-Learning

The VBM team has developed an interactive eLearning course that provides a basic introduction to the Virtual Behavioural Medicine program at Baycrest. It is designed for those caring for people living with severe and persistent neuropsychiatric symptoms of dementia. The eLearning course is available at no cost.

Click [here](#) to register for our FREE E-Learning course and learn more about VBM.

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

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 8:30 am-4:30 pm. (excluding Statutory Holidays).

Frequently Asked Questions:

Q: Who can refer to this program?

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

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

A: The VBM Clinic administrative staff will email you an Outlook invitation, which will 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 the 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 less than 30 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 medication list with dosages and any relevant clinical notes that may aid in a holistic understanding of the clients' trends and current status. (TRI -VBM prefers that these documents be sent in advance of the appointment for the team to review in preparation for the appointment)

Q: How frequently does follow-up occur?

A: The frequency of follow-up will vary depending on need and availability. The length of time between follow-up appointments typically ranges from 1 to 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.