

# **Virtual Behavioural Medicine Information Sheet:**

## **Information for Healthcare Providers**

This service is a collaborative partnership between the Baycrest Sam & Ida Ross Memory Clinic and Toronto Central Behavioural Support for Seniors Program (TC BSSP). 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 team is comprised of: a Behavioral Neurologist, Geriatric Psychiatrist, 3 Nurses, Pharmacist, Medical Secretary, and Behavior Support Clinical Navigator. The team focuses 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.
- 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](mailto: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 referrals, contact our [BSO Coordinating Office](#) via:

**Tel:** 416-785-2500, ext. 2005

**Fax:** 647-788-4883

**Email:** [behavioursupport@baycrest.org](mailto:behavioursupport@baycrest.org)

**VBM website and referral form:** [https://www.baycrest.org/Baycrest/Healthcare-Programs-Services/Clinical-Services/Memory-Clinic/The-Virtual-Behavioural-Medicine-\(VBM\)-Program](https://www.baycrest.org/Baycrest/Healthcare-Programs-Services/Clinical-Services/Memory-Clinic/The-Virtual-Behavioural-Medicine-(VBM)-Program)

**The BSO Coordinating Office and Hotline are available 7 days a week (not including statutory holidays) from 8:30am-4:30pm.**

## 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. Once the appointment is set, you will receive an email from the Baycrest Sam & Ida Ross Memory Clinic, with details of appointment time and length, some general information to prepare for the appointment, and an Ontario Telehealth Network (OTN) link to access the appointment. We encourage you to test the link beforehand to ensure a smooth OTN virtual experience. If OTN is not possible, Zoom can be used as an alternative. 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 OTN appointment is booked?**

**A:** You will receive an emailed Outlook invitation from the Sam and Ida Ross Memory Clinic administrative staff, which would include the link to the OTN 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 is a teaching facility 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 OTN 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, especially during the last 30 min of the initial assessment when the VBM staff neurologist or psychiatrist reviews the case.

**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. If OTN is not accessible then Zoom is used. Nurse and physician support is available between appointments.

**Technology Requirements:**

Google Chrome browser is required for OTN usage. Alternatively, you may choose to use a tablet or smart phone, which will require the user to download “Pexip Infinity Connect”, a free application, in order to connect with OTN. You can get this application on the App store (for Apple devices) or on Google Play (for Android devices).

If experiencing technology issues on day of appointment, or if you have any scheduling issues, please contact the **Sam and Ida Ross Memory Clinic at 416-785-2444**