



# TeleCBT Referral Package

We have made updates to our clinic's referral system; aimed at enhancing the appropriateness of our services for patients, matching providers with patients more effectively, and decreasing patient wait times. **All incomplete referral packages are automatically rejected.**

## Seven steps

1. Please ensure your patient is an appropriate referral (see TeleCBT's exclusion criteria below)—and that they know they're being referred.
2. Please complete and send the following: a) two-page referral form; b) PHQ-9; c) GAD-7 d) copy of the cumulative patient profile.
3. Please fax your completed referral package to 289-203-1178 (one referral per fax transmission).
4. Your package will be reviewed to confirm completion—and that the patient's issue falls within TeleCBT's Scope of Practice. If the referral isn't appropriate, you'll be notified by fax; the patient won't be contacted.
5. A TeleCBT staff will make two attempts to reach your patient (c/o email and/or phone). **IMPORTANT:** Intake workers call from a number with no caller ID.
6. You will receive a fax that will either confirm your patient's on TeleCBT's OHIP waiting list—or that we couldn't reach your patient.
7. Your patient goes for an OHIP-mandated in-person first visit to establish a patient-physician relationship. Patients must be willing to visit one of our seven offices for their first visit: Toronto, Ottawa, Markham, Burlington, London, Kitchener/Waterloo, or Kanata. Exceptions may be made for those more than 1.5hr from one of the listed locations.

## TeleCBT's non-negotiable exclusion criteria

1. TeleCBT does not offer psychiatric assessments/diagnoses or medication management.
2. TeleCBT does not treat bipolar disorder, borderline personality disorder (BPD), psychosis (e.g., schizophrenia), trauma and/or post-traumatic stress disorder (PTSD), suicidal ideation, recent suicide attempts, or mental health challenges requiring hospitalization within the past year.
3. TeleCBT is not suitable for individuals experiencing a crisis or in need of urgent care. Such patients should be directed to the nearest emergency department.

**NOTE: Some TeleCBT services might contribute to outside use.**

**Convenient, confidential online counseling. We can help.**

If you have questions, please contact us:

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[www.telecbt.ca](http://www.telecbt.ca)





# TeleCBT Referral Package

<b>Date</b>	<b>Fax completed form to 1.289.203.1178</b>
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Patient info			
<b>First name</b>	<b>Last name</b>	<b>Preferred name (if different)</b>	<b>Pronouns</b>
<b>DOB (MM/DD/YYYY)</b>	<b>OHIP #</b>	<b>V code</b>	<b>Exp. date (MM/DD/YYYY)</b>
<b>Phone #</b>	<b>Alternate phone #</b>	<b>Email</b>	
<i>Your patient will be contacted via phone and/or email to arrange their initial appointment</i>			

Primary diagnosis	
<b>Please choose all that apply</b> anxiety (e.g., GAD)      OCD anger issues              phobias chronic pain              postpartum depression ( <i>unipolar only</i> )      relationship issues dysphoria                  self-esteem grief                          social anxiety stress management	<b>Details</b>
<i>The TeleCBT OHIP Scope of Practice excludes the following: bipolar disorder, borderline personality disorder (BPD), psychosis (e.g., schizophrenia), trauma and/or post-traumatic stress disorder (PTSD), suicidal ideation (suicidal thoughts with a plan and means), suicide attempts within the past year, and mental health challenges for which hospitalization was required within the past year.</i>	

Risks				
<i>This information is used to determine patients' eligibility and to ensure their safety and the safety of our staff</i>				
Risk	yes	no	mm/dd/yyyy	details
Suicide attempt/ideation				
Self-harming behaviours				
Anger issues/violent behaviour				
Substance use				

Logistics						
<b>Preferred location for the OHIP-required in-person first visit?</b>						
<i>Toronto</i>	<i>Ottawa</i>	<i>Markham</i>	<i>Burlington</i>	<i>London</i>	<i>Kitchener/Waterloo</i>	<i>Kanata</i>
<b>Preferred therapy format</b>	group	individual	unsure	both		
<b>Does your patient have extended health benefits?</b>	yes	no	unsure			
<b>Patient considerations:</b>						
Cognitive impairment	Visual impairment	Hearing impairment	65+ household			

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# TeleCBT Referral Package

**Patient name (please repeat)**

## History

**Past mental health care** (provide names of practitioners, if known)

**Diagnoses** (physical & psychiatric)

**Medications**

**Psychiatric hospitalization within the past 12 months** (if yes, provide details)

## Referring physician

<b>Name</b>	<b>Address</b>
<b>Phone #</b>	<b>Fax #</b>
<b>OHIP billing #</b>	<b>Signature</b>

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# TeleCBT Referral Package

**Patient name (please repeat)**

PHQ-9		0	1	2	3
<b>Over the last 2 weeks, on how many days have you been bothered by any of the following problems?</b>		Not at all	Several days	More than half the days	Nearly every day
1	<i>Little interest or pleasure in doing things</i>				
2	<i>Feeling down, depressed or hopeless</i>				
3	<i>Trouble falling or staying asleep, or sleeping too much</i>				
4	<i>Feeling tired or having little energy</i>				
5	<i>Poor appetite or over eating</i>				
6	<i>Feeling bad about yourself—or that you are a failure or have let yourself or your family down</i>				
7	<i>Trouble concentrating on things, such as reading the newspaper or watching television</i>				
8	<i>Moving or speaking so slowly that other people could have noticed, or the opposite—being so fidgety or restless that you have been moving around a lot more than usual</i>				
9	<i>Thoughts that you would be better off dead or of hurting yourself in some way</i>				
<b>Scoring: 0-4 (none), 5-9 (mild), 10-14 (moderate) 15-19 (moderately severe), 20-27 (severe)</b>					

GAD-7		0	1	2	3
<b>Over the last 2 weeks, on how many days have you been bothered by any of the following problems?</b>		Not at all	Several days	More than half the days	Nearly every day
1	<i>Feeling nervous, anxious or on edge</i>				
2	<i>Not being able to stop or control worrying</i>				
3	<i>Worrying too much about different things</i>				
4	<i>Trouble relaxing</i>				
5	<i>Being so restless it is hard to sit still</i>				
6	<i>Becoming easily annoyed or irritable</i>				
7	<i>Feeling afraid as if something awful might happen</i>				
<b>Scoring: 0-4, 5-9 (Mild), 10-14 (Moderate), 15-21 (Severe)</b>					

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