

**TO:** Community Partners  
**FROM:** Dr Heather Keizer, Chief, MH&A, Health PEI  
Verna Ryan, CAO, MH&A, Health PEI  
**DATE:** April 1, 2020  
**SUBJECT:** COVID-19 Response Measure: Psychiatric Urgent Care Clinics

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As part of the province's COVID-19 response Mental Health & Addictions are diverting patients who may require an acute mental health admission away from the emergency rooms to **psychiatric urgent care clinics**: located at the Hillsborough Hospital site and at Prince County Hospital.

Those individuals who require emergency medical stabilization (suicide attempts, severe intoxication, delirium and/or extreme disruptive behaviour) will still be seen at the **emergency departments** as usual.

These psychiatric urgent care clinics are to assist with the province's COVID-19 response and to keep mental health and addictions patients distanced from COVID-19 patients who present at emergency rooms. All patients will be screened for COVID-19 prior to been seen at a psychiatric urgent care clinic.

- Temporary Psychiatric Urgent Care Clinic locations are:
  - Psychiatric Urgent Care Clinic @ Hillsborough Hospital (as of April 1)
  - Psychiatric Urgent Care Clinic @ PCH (week of April 6th)
- Hours of operation are 10 AM – 7 PM daily.
- Psychiatrists are available on-call, via telehealth as required.
- Clinical psychologists, crisis nurses, social workers, addictions workers and OT workers are all available as part of the multi-disciplinary teams at the clinics.

There are triage processes in place at the emergency rooms, at the urgent care clinics and in community to direct patients to the most appropriate level of care.

Individuals with non-urgent mental health and addictions cases not requiring admission will continue to be served via Community Mental Health Clinics; Walk-in/Call-In services currently provided in community.

Psychiatric Urgent Care has the same IT functionality as was formerly available to psychiatry in the ERs.

All affected internal and external stakeholders (e.g. EMS and Police) will be notified.

Mental health patients who are/were admitted to the QEH ED **MUST** be transported to other facilities by EMS.

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