

# CRISIS RESPONSE at Family Physician Office

(up to 18 years old)

## 1 Call for an Urgent Assessment:

- Call Child and Youth Mental Health: **Weekdays, 9:00 am – 12:00 pm, 1:00 pm – 4:00 pm**  
**North shore:** 250-554-5800 — 905 Southhill Street, Kamloops  
**South shore:** 250-371-3648 — 1165 Battle Street, Kamloops
- To access initial assessment youth/family will visit CYMH (North Shore, or South Shore locations, depending on individual's residence). Following an initial assessment by the Clinician, the Clinician will determine whether referral to hospital is required. If they feel a referral to hospital is required, they will contact Parkview Child and Adolescent Mental Health or KMHART to discuss the case.
- If referral to hospital is required, the CYMH clinician, in consultation with parent/guardian, will make a decision regarding the transportation of the client to the hospital (i.e. parent/guardian or RCMP).

## 2 Call for an Urgent Psychiatrist Assessment:

- Call **Parkview: 250-314-5629** — **Weekdays: 8:00 am – 6:00 pm** to connect with child psychiatrist.  
*Note: Admission to Parkview for Crisis Stabilization: Important for FP to be aware that the youth's care will be managed through Parkview until the crisis is over and they are transitioned to community resources for long term support.*

## 3 Send Patient to the Emergency Department/Parkview on Their Own:

- Physician to call Parkview to decide if patient should go directly to Emergency Department or sent directly to Parkview.  
Call **Parkview: 250-314-5629** — **Weekdays: 8:00 am – 6:00 pm** to connect with child psychiatrist.
- Physician will prepare/collate information for family. Will send information electronically to the Emergency Department/Parkview. Ensuring that a warm handover occurs, where there is a conversation between the FP and Emergency Department Doctor/Parkview manager.
- Arrange transportation for patient and their family to the hospital in consultation with parent/guardian, will make a decision regarding the transportation of the client to the hospital (i.e. parent/guardian or RCMP).

## 4 Call for Escort to Hospital Via RCMP:

- For non-emergency call: **250-828-3000**

- For emergency call **911**