

Standard Work Instructions	Author: Rev Date: May 4, 2020
Purpose: Access to Mental Health and Addictions Wellness Clinics (WZ Only) via phone while walk-in service is suspended.	Process: Wellness Clinic visits will occur via phone or virtual means.

Seq No	Task Description:	Key Point / Image / Measure (what does good look like?)	Who
1	Access to Wellness Clinics is via phone by calling the service directly or through MHA Intake.	Access is phone and by appointment only in lieu of walk-in.	Access
2	Clients presenting at Wellness Clinic locations as walk-ins, will be asked to call the clinic for support. Walk-in service is temporarily suspended.	Walk-in clients will be advised that they need to call the clinic for service.	Access
3	Recent clients* will be contacted, as reasonable and able, and provided information on availability and access to services, including how to schedule their next visit. *Each clinic will determine clients to contact. Consider those who visit regularly and/or may wish to continue to access support.	Clients will be contacted with information on accessing the service.	Wellness Clerical / Clinician
4	When client calls the Wellness Clinic, the telephone triage will be completed as soon as possible. This encounter will be registered as a telephone visit and clinical documentation completed. Register the phone visit as per: Work Instructions to Capture Appointment Method And refer to the: Virtual Appointment Practice Guidelines	Telephone triage is completed as soon as possible. The visit is registered and clinical documentation completed.	Wellness Clinician
5	Subsequent visits will be scheduled and registered, as appropriate.	Subsequent visits scheduled as appropriate.	Wellness Clinician
6.	The clinical team are sources of credible information for clients who may not otherwise be receiving sound public health advice. This is an opportunity to inform, educate, and model physical distancing. Acknowledge this can be a stressful time, and that stress can be challenging or triggering. Offer increased counselling services by phone, as appropriate and online resources to clients such as:	Offer up-to-date medical information, reassurance, and online resources, as appropriate.	

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	<ul style="list-style-type: none"> - ICAN (Conquer Anxiety and Nervousness) – Anxiety Program (18 plus years of age): Participants will learn valuable life-skills that have been proven to overcome anxiety through videos and weekly phone check-ins with a coach. This service is private and confidential and offered through the Strongest Families Institute. To self-refer please go to: https://login.strongestfamilies.com/folder/1963/ - Mindwell U is a free online challenge that supports practices that lowers stress and increases resilience. The Challenge also teaches ‘mindfulness-in-action’ so people don’t need to stop what they are doing to become calmer, present and more focused. Visit https://app.mindwellu.com/novascotia to sign up. - Therapy Assistance Online (TAO) self-help is a free and private online resource available to Nova Scotians. It includes interactive activities and videos for people having challenges with their mental health and substance use. You can choose which topics you want to explore and go at your own pace. For more information go to: http://www.nshealth.ca/service-details/Therapy%20Assistance%20Online%20(TAO) 		