



Patient Care Guide

Adult Mental Health Program's urgent outpatient psychotherapy services

Welcome to the Adult Mental Health Program's urgent outpatient psychotherapy services at Kingston Health Sciences Centre.

Our goal is to support your mental health through compassionate, evidence-based care as part of the Emergency Psychiatric Assessment, Treatment & Health (EmPATH) clinic. This guide explains what to expect and how we will work together.

Program Overview

The Adult Mental Health Program offers urgent psychotherapy services, including assessment and psychotherapy for adults 18+ who are experiencing an acute situational or mental health crisis that requires prompt care. Psychotherapy services include the following:

- Group psychotherapy sessions designed to rapidly build coping strategies (offered virtually and in person)
- Brief intervention (session number determined based on need) from evidence-based modalities including Cognitive Behavioural Therapy and Dialectical Behaviour Therapy
- Discharge recommendations and referral to hospital programs and/or community resources (if applicable)

What to Expect

The focus of this brief intervention service is on stabilization from acute mental health crisis. Emphasis is placed on helping people build the coping skills needed before gaining access to other services that can offer prolonged care. When referred, you can expect:

Initial Assessment

- Email contact to indicate your referral was received with 1 week deadline to respond
- Intake appointment to determine individualized care plan based on acute symptoms, current supports, and other relevant factors

Programming

- Group therapy sessions in either CBT, DBT, or both modalities
- Brief individual psychotherapy offered in special circumstances
- Coordination with medical providers as needed

Discharge

- Community resources offered to support longevity of care
- Discharge summary offered to outline the services completed as part of your circle of care

Patient Responsibilities

To best support your care, we ask that you:

- Attend scheduled sessions on time
- Participate honestly and respectfully
- Engage consistently with services, including communication with clinicians
- Communicate concerns or changes in symptoms
- Raise any questions or concerns regarding treatment plan with clinicians

Confidentiality & Privacy

Your privacy is important. Confidentiality and privacy are foundational to the therapeutic relationship and are governed by Personal Health Information Protection Act (PHIPA) as well as the regulatory bodies of clinicians within the program. You can expect that information shared in assessment and therapy is treated as strictly confidential, kept secure, and used only to support the care provided and professional obligations. There are certain limits of confidentiality in which your personal health information may be disclosed without your consent. These limits include circumstances where there are reasonable grounds to believe there is a significant risk.

The following are the limits to confidentiality:

- To prevent a significant risk of serious harm to a person
- Where a mandatory report is required (e.g., to a Children's Aid Society where a child is in need of protection)
- Where disclosure is required for a legal proceeding
- To facilitate an investigation or inspection authorized by warrant or by any provincial or federal law
- To contact a relative, friend or potential substitute decision-maker if the client is injured, incapacitated, or ill and unable to give consent personally

Safety & Support

Please note that the Adult Mental Health Program is not a crisis service. If you experience distress or need immediate assistance, please contact crisis services or attend your local emergency department.

Local Crisis Lines:

- Addiction & Mental Health Services – KFLA (AMHS-KFLA) Crisis Line
- 24/7 crisis support for anyone experiencing mental health distress.
- 613-544-4229 or Toll-Free: 1-866-616-6005
- Telephone Aid Line Kingston (TALK)
- Confidential listening and support (peer-based)
- 613-544-1771 (typically 6 PM–2 AM)
- Suicide Prevention & Distress Lines 988 Suicide & Crisis Hotline (Ontario/Canada)
- 24/7 support for anyone experiencing suicidal thoughts or crisis.
- Call or text 9-8-8 (toll-free)
- Canada Suicide Prevention Service
- 1-833-456-4566 or text support via online resources.

We look forward to supporting you on your recovery journey.



Kingston Health
Sciences Centre

KHSC is located on the ancestral lands and waters
of the Anishinaabeg and Haudenosaunee.

Outpatient Adult Mental Health Program

KHSC's Hotel Dieu Hospital site
166 Brock Street, Kingston, ON, K7L 5G2
Tel: 613-544-3400 ext. 24734
<https://kingstonhsc.ca/OutpatientAdultMentalHealth>
Aussi disponible en français

