



OSP Frequently Asked Questions

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| Does the individual being referred need to have a primary care provider or family doctor? |
| Individuals referred to OSP do not need to have a primary care provider or family doctor to be eligible for or to receive OSP services |
| Can individuals who live in different regions of the Northwest or in remote communities receive services? |
| Services can be accessed across the Northwest LHIN region and are available either in person, by phone or virtually. |
| What happens after a referral is submitted? |
| <ol style="list-style-type: none">1. All referrals will be screened by an intake clinician to make sure that OSP will be a good fit and provide recommendations to a more suitable service(s) if OSP is not appropriate.2. If OSP appears appropriate, clients can expect a call from the program assistant within 5-7 business days of the referral being submitted to book an intake assessment.3. The intake assessment involves completing brief questionnaires to identify the main mental health concern and determine which OSP service best fits your needs4. If it is determined in the assessment that OSP may not be the best fit, an attempt or recommendation will be made to connect you with a more suitable service(s)5. After the assessment the client will be contacted by an OSP therapist from community-based partner organization or by a coach/therapist from a self-led service to start treatment |
| Can I fax a referral |
| We are currently unable to receive direct referrals via fax. You can make a referral on The Access Point Northwest website and complete the online referral form. Please visit the St Joseph's Care Group OSP page for more information about how to submit a referral. |
| What are the wait times for service? |
| The wait times are variable and depend on the number of referrals we have received at any given time. Clients can expect a call from the OSP program assistant within 5-7 business days of the referral being submitted to book an intake assessment. Wait times for OSP services vary depending on the type of service and can range from a few weeks to a few months. |
| Who do I contact for information regarding the status of a referral? |
| Please contact St Joseph's Care Group OSP program at 807-624-3543 to speak with an OSP staff member. |
| What happens if a client that is referred is not eligible? |
| Not all clients who are referred will be eligible. If a client cannot be served by OSP then a letter will be sent to the referent (with the client's consent) indicating that OSP is not suitable and will provide suggestions of other services outside of OSP that would be more appropriate. It is important to carefully consider if OSP is the right fit for the client before submitting a referral. If the client meets any of the exclusionary criteria listed in the provider handout , you should look into other service options. This will help ensure clients experience the most streamlined process and are not redirected to multiple services before receiving treatment. |

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| <p>What information is being collected and why?</p> <p>When enrolled in the OSP program your Ontario health card number, basic personal information (e.g. your name, DOB, address, etc.), demographic information (e.g. age, sex) and treatment assessment results will be collected to understand what treatment is most appropriate for you and to connect you with a service provider. Program data will be shared with Ontario Health to improve mental health programming in Ontario.</p> |
| <p>Why am I asked about ethnicity, income, gender, ect.? How is this information used?</p> <p>Health equity is an important goal of OSP and the collection of standard health equity data helps improve OSP services. All clients will be asked about their gender, sexual orientation, racial/ethnic group, Francophone status, work status, student status, family income, and immigration status. <u>Clients are not required to provide information if they do not feel comfortable doing so and this will not affect their eligibility for services.</u></p> <p>The collection of this data can help OSP:</p> <ul style="list-style-type: none"> • Identify and address inequities in our services, such as access and wait times • Understand if population groups are being underserved or excluded • Identify improvements to service provision and tailor care to the diverse clients being served |
| <p>Will my personal health information remain private and confidential?</p> <p>Protection of your personal health information is governed by law under the Personal Health Information Protection Act (PHIPA). This Act sets out rules that must be followed when collecting, storing, using and/or sharing personal health information for treatment. There are some exceptions to confidentiality where information may be released with or without your consent (when possible, we will make every effort to notify you of this). The exceptions are:</p> <ul style="list-style-type: none"> • If your care provider believes that you are at immediate risk of suicide or serious bodily harm to yourself and disclosure would eliminate or reduce the risk; • If your care provider believes that there is an immediate risk of serious physical harm or injury to another person and disclosure would eliminate or reduce the risk; • If your care provider suspects a child under 18 may be at risk for abuse or neglect • If your care provider believes that any regulated health professional has sexually abused or has been sexually inappropriate with a client • If your care provider believes that an elderly person living in a long-term care facility is being abused • Where the disclosure is permitted or required by law (e.g., your information is subpoenaed by a court of law), or disclosure where permitted by PHIPA or other legislation. • The college is conducting an audit. <p>In order to provide you with the best and most appropriate treatment available, your information may be shared with other service providers under OSP, as deemed necessary by your clinician. In addition, your care provider may discuss your progress with their clinical supervisor and other therapist trainees as part of ongoing supervision or consultation.</p> |
| <p>Who can I contact if I have more questions regarding privacy and confidentiality of my data in the OSP Program?</p> <p>Please contact the St Joseph's Care Group OSP program at 807-624-3543 to be directed to the most appropriate OSP staff member.</p> |
| <p>What is Measurement Based Care?</p> <p>As part of the OSP program, assessments will be assigned to a client by an intake clinician, therapist or coach as needed to ensure clients receive the most appropriate care, to monitor progress and make changes to</p> |

treatment as necessary. The assessments are primarily completed using a Measurement Based Care software called Greenspace, either independently or with the assistance from a therapist. Greenspace is a Measurement Based Care software that is utilized by many health care organizations focussing on mental health outcomes. Greenspace is HIPPA compliant and is user friendly for clients. Greenspace tracks a client's progress from intake throughout treatment using reported outcomes measures. Commonly used assessment include Patient Health Questionnaire-9 (PHQ-9) for depression and low mood and Generalized Anxiety Disorder-7 (GAD-7) for generalized anxiety. Additional assessments are utilized as needed depending on the main mental health concern.

Here is a link for more information:

<https://greenspacehealth.com/en-ca/what-is-mbc/>