

Warm-Handoffs:

The warm hand-off is a personalized interaction between a primary care provider, IBH clinician, and patient in which the provider coordinates a patient's BH care by facilitating a same day introduction between the IBH clinician and the patient:

- **Prompt triage of any urgent symptoms** and may even allow for initiation of treatment
- **Facilitates real-time communication** between PCP and BH provider
- Enables a patient who may be skeptical to make a **personal connection** with the BH provider
- Demonstrates to the patient that the BH provider is **part of the same care team** as their PCP

For non-urgent medication management questions: send an Epic Message to IBH psychiatrists and expect a reply within 3-5 business days

Conducting a Warm-Handoff: During the hours of 8:00am to 5pm daily, an IBH clinician is assigned to conduct warm hand-offs within the clinic or in the case of telemedicine visits, via phone:

1. Obtain patient's consent to meet with the IBH clinician. The following language is suggested:

"I have a colleague who works with me right here in this practice, who specializes in helping people manage stress, like what you are experiencing. I think it might help you to speak with this person. Would it be ok for me to introduce you to my colleague today so she can start to get to know you and set up an appointment?"

2. Page IBH clinician. Your page should include following:

- Patient's MRN
- Your name
- Your callback #
- Your suite and location (exam room #, charting room, etc.) where you would like the IBH clinician to meet you (if in person). Let IBH clinician know if a telemedicine warm handoff is needed.

Page 3040 to connect with an IBH clinician during your patient's clinic visit (5th floor)

Page 4050 to connect with an IBH clinician during your patients' clinic visit (6th floor)

3. The IBH clinician will perform the following:

- Brief meeting or phone call to establish rapport
- Brief counseling or safety assessment if needed
- Intake, if time allows
- Arrange a follow-up appointment if needed