



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)

Page 0237 to connect with Psychiatric MD/NP for urgent psych medication questions

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

Conducting a Warm-Handoff:

During the hours of 8:00am to 4:30pm daily, an IBH clinician is assigned to conduct warm hand-offs within the clinic:

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

3. The IBH clinician will perform the following:

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

Curbside Consults with Psychiatric MDs/NPs: Questions on selecting medication, behavioral health management:

- Non-urgent issue: Send an Epic message to Dr. Robert Joseph
- **For urgent issues, page 0237** to speak with one of the clinicians for a phone or in-person consultation