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| Te Whatu Ora Health New Zealand Hauora a Toi Bay of Plenty | CONSULTATION LIAISON PSYCHIATRY (CLP) – INTERFACE BETWEEN OTHER MENTAL HEALTH AND ADDICTION SERVICES AND CLINICAL PATHWAY | Protocol CPM.M5.31 |
| CLINICAL PRACTICE MANUAL | | |

PURPOSE

This Te Whatu Ora – Health New Zealand Hauora a Toi Bay of Plenty Consultation Liaison Psychiatry (CLP) protocol has been developed to:

- Ensure there is a professional, therapeutic, and timely response that is appropriate to the tāngata whai ora / service user's level of clinical acuity and risk
- CLP will respond to all referrals received from the Emergency Department (ED) who are fit for a mental health assessment with no ongoing acute medical care needs and / or are receiving treatment for their medical condition.
- Describe referral process and points of entry
- Identify the consultation and liaison role with stakeholders / referrers

OBJECTIVE

CLP receives both acute and non-acute referrals for tāngata whai ora / service users that present to Tauranga or Whakatane Hospitals for inpatient or outpatient treatment with co-existing mental health and physical comorbidities.

The CLP team determines the urgency of the response, provides support to the referrer, and identifies the appropriate intervention to be provided to tāngata whai ora / service users.

STANDARDS

- To provide consultation services to general hospital inpatients / outpatients with co-existing mental health and physical health problems (see flowchart for detailed access of child, adult, and older adult services).
- To liaise with hospital staff on issues related to treatment and management of those with mental health presentations.
- To liaise with community teams when tāngata whai ora / service users of Mental Health & Addiction Services (MH&AS) require an admission to general hospital. These tāngata whai ora / service users will be managed jointly between CLP and the community MH&AS. Both services are required to be involved in the development and review of the treatment plan to maintain integration and consistency of care planning.
- Tāngata whai ora / service users under the Mental Health Act 1992 who require a transfer of care from Te Whare Maiangi / Te Toki Maurere / Te Poutama Arawhiti mental health inpatient units to Tauranga / Whakatane acute medical or surgical unit will remain under the care of the respective Psychiatrist (SMO) as per legal jurisdiction.
- Should a tāngata whai ora / service user be assessed by CLP and the MHA process is commenced, the CLP SMO will hold legal jurisdiction as the designated SMO until handover to a psychiatric inpatient at point of transfer of care.
- Care companion requirements for staff allocation will be the responsibility of the MH&AS Clinical Nurse Manager (CNM) to arrange cover to support the unit the tangata whai ora has been admitted to.

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STANDARDS TO BE MET

1. Hours Of Operation

- 1.1. Monday – Friday 0800 to 1630 hours.

2. Contact Numbers

- 2.1 Tauranga – ext 8853 / 07 579 8853
- 2.2 Whakatane – via Community Mental Health Service 0800 774 545
- 2.3 Tauranga CAMHS (age <18) - 07 579 5380
- 2.4 Whakatane Voyagers (age <18) - 0800 486 947
- 2.5 MHSOP (age 65+) - 07 579 8577
- 2.6 Urgent Adult support - Pager: 1255
- 2.7 After hours - Mental Health Crisis Service 0800 800 508.

3. Outpatient Referral Guidelines

- 3.1 Outpatient referrals are considered from hospital sub-speciality clinics and community mental health triage services.
- 3.2 Any tāngata whai ora / service user referral which is deemed not appropriate on triage, CLP staff will provide feedback to referrer.
- 3.3 [Outpatient referrals](mailto:CLP.referrals@bopdhb.govt.nz) are to be sent by email / letter to CLP.referrals@bopdhb.govt.nz.
- 3.4 Exclusion Criteria
 - a) Tāngata whai ora / service users who present with predominant mental health symptoms, regardless of co-existing medical condition, should be referred to Community Mental Health Service

4. Inpatient Referral Guidelines

- 4.1 [Inpatient referrals](mailto:CLP.referrals@bopdhb.govt.nz) are to be sent by email / letter to CLP.referrals@bopdhb.govt.nz.
- 4.2 Phone referrals are accepted from ED / APU following completion of the [ED Initial Mental Health Assessment](#).
- 4.3 If the tāngata whai ora / service user is unable to be assessed by CLP Service, we will liaise with the appropriate service to request after hours review.
- 4.4 It is the expectation that all active MH&AS clients who present to ED will be jointly reviewed by their Case Manager / team duty person and the CLP service. This is to provide consistency and an integrated model of care planning. If the tāngata whai ora / service user requires a hospital admission the care plan can be jointly developed at this early stage.
- 4.5 If an active MH&AS client requires an elective procedure the Case Manager is expected to inform the CLP Service, to provide consistency of care and ensure a care plan is in place.

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4.6 Exclusion Criteria

Prior to referral please consider –would the tāngata whai ora / service user benefit from:

- a Social Worker to clarify social situation
- the Hospital Chaplain
- the Palliative Care Team
- the Hospital Advocacy Service
- Cultural support
- Further discussions with CAMHS Youth team for 13 - 18 year olds.

5. Transfer of Care

- 5.1 All MH&AS tāngata whai ora / service users who have been transferred to a general hospital ward for treatment from an acute psychiatric inpatient unit will be reviewed by CLP whilst in general hospital. CLP will liaise with the MH&AS treating team regarding further care.

6. Service Response

- 6.1 All inpatient referrals and discharges are considered at the daily CLP multidisciplinary (MDT) meeting.
- 6.2 All outpatient reviews, case presentations and discharges are discussed at a weekly MDT meeting or as clinical required at any MDT meeting.

7. CLP Process for Discharge

- 7.1 CLP staff will liaise and coordinate with the appropriate primary / secondary health service, NGO, or community agency service for tāngata whai ora / service users that require ongoing mental health treatment on discharge from general hospital.
- 7.2 CLP DNAs for outpatient treatment will be discussed within the MDT and a plan for follow up will be determined by risk.

REFERENCES

- Ngā Paerewa Health and Disability Services Standard NZS 8134:2021
- [Mental Health \(Compulsory Assessment and Treatment\) Act 1992](#)
- Nationwide Service Specifications, Mental Health and Addiction Services, Tier Level One, Ministry of Health, June 2009.
- Nationwide Service Specifications, Adult Mental Health Services, Tier Level Two Ministry of Health, 2009.
- Nationwide Service Specifications, General Hospital Liaison Service, Tier Level Three Ministry of Health, 2009.
- [Ministry of Health. 2019. Every Life Matters - He Tapu te Oranga o ia Tangata: Suicide Prevention Strategy 2019–2029 and Suicide Prevention Action Plan 2019–2024 for Aotearoa New Zealand. Wellington: Ministry of Health.](#)

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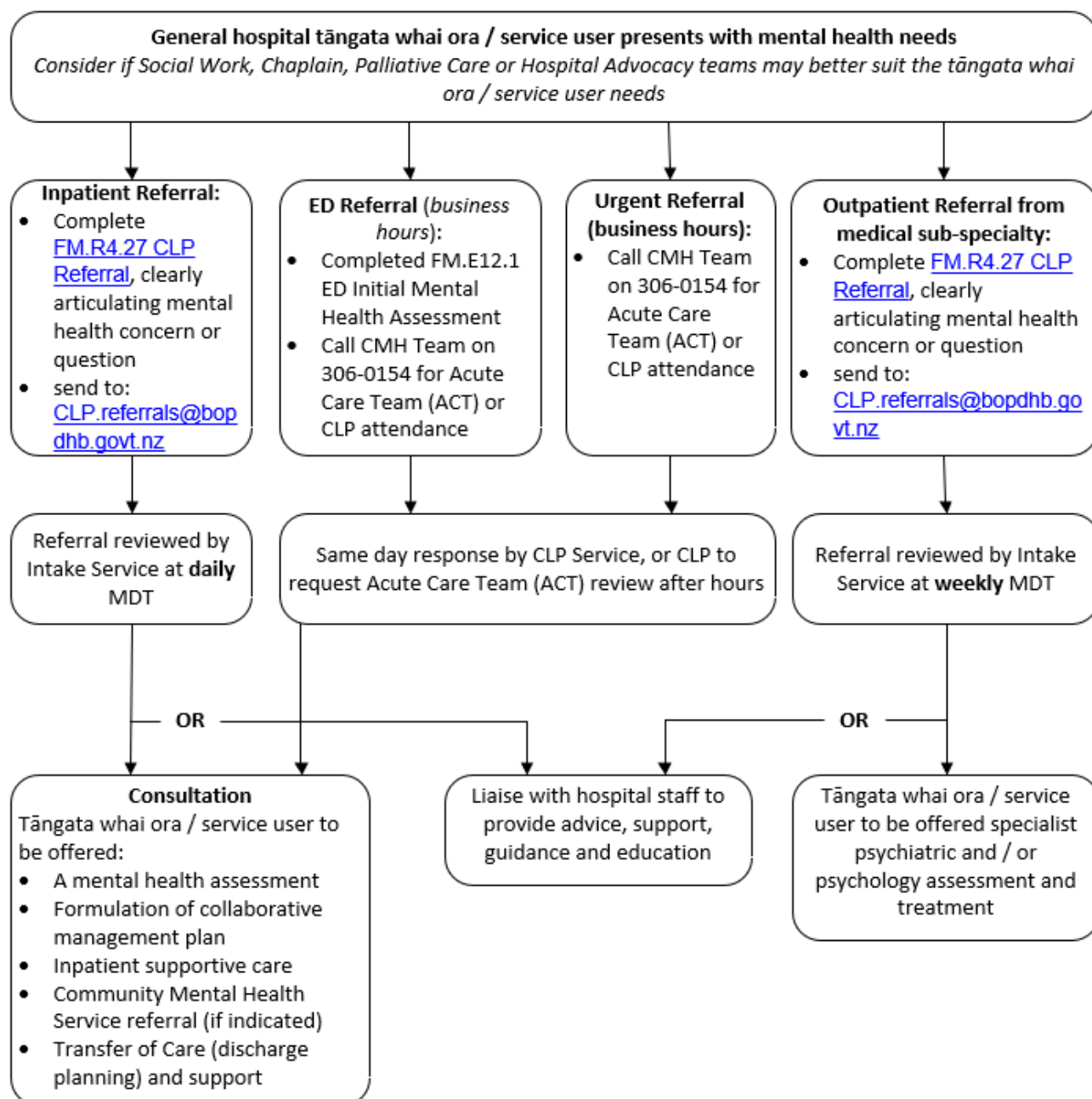
ASSOCIATED DOCUMENTS

- [Te Whatu Ora Hauora a Toi Bay of Plenty Clinical Practice Manual protocol CPM.M5.13 Tāngata Whai Ora \(People Seeking Wellness\) Partnership With Mental Health & Addiction Services](#)
- [Te Whatu Ora Hauora a Toi Bay of Plenty Clinical Practice Manual protocol CPM.M5.10 Mental Health & Addiction Services Assessment](#)
- [Te Whatu Ora Hauora a Toi Bay of Plenty Clinical Practice Manual protocol CPM.M5.17 Transition From Mental Health & Addiction Services](#)
- [Te Whatu Ora Hauora a Toi Bay of Plenty policy 6.2.3 protocol 26 Patient Access from ED to Mental Health & Addiction Services](#)
- [Te Whatu Ora Hauora a Toi Bay of Plenty policy 6.2.3 protocol 27 ED Transfer to Mental Health & Addiction Services Inpatient Units](#)
- [Te Whatu Ora Hauora a Toi Bay of Plenty policy 6.1.2 protocol 11 Child / Young Person Admission to Paediatric Ward for Mental Health Support](#)
- [Te Whatu Ora Hauora a Toi Bay of Plenty Clinical Practice Manual protocol CPM.M5.25 Referral](#)
- [Te Whatu Ora Hauora a Toi Bay Of Plenty Clinical Practice Manual Protocol CPM.M8.1 Access And Referral To Mental Health For Older People Service](#)
- [Te Whatu Ora Hauora a Toi Bay of Plenty Form FM.E12.1 ED Mental Health Assessment](#)
- [Te Whatu Ora Hauora a Toi Bay of Plenty Form FM.R4.27 Referral – Consultation Liaison Psychiatry \(CLP\)](#)

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Appendix 1: CLP Bay of Plenty Referral Process



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