

# Tip: Supporting a Patient in Situational Crisis

*If you are concerned that a patient's mental illness puts their safety or the safety of others in immediate danger, call 9-1-1 and have the patient transported to the ED.*



**Tip:** Consider if a referral to Urgent Short-Term Assessment and Treatment (USTAT) might be a good option to get support for your patient.

**Trick:** USTAT Provides short-term psychotherapy for patients in crisis, at risk, or in severe distress. A team of psychiatrists is available as needed for consultation and follow-up. Access is through MHSU Intake. While awaiting an appointment make sure the patient has access to Vancouver Island's Crisis Line - see below.

If you have a specific question in regard to treatment options consider contacting the **Rapid Access to Consultative Services (RACE)** line to speak with a psychiatrist . Check out: <https://divisionsbc.ca/south-island/race/about-race>

## Patient Resources :

1. **24-Hour Vancouver Island Crisis Line (1-888-494-3888):** Provides supportive listening for those in emotional distress and connection to emergency mental health services when needed
2. **Wellness Together Canada:** A resource from the government of Canada with access to immediate virtual support and resources for those suffering from anxiety or depression: <https://www.wellnesstogether.ca/en-CA>
3. **1-800-SUICIDE (1-800-784-2433 ):** provincial 24/7 line to support callers with suicidal thoughts