

CONNECTING YOUR PATIENTS TO BEHAVIORAL HEALTH CARE DURING COVID-19

As the COVID-19 pandemic progresses, behavioral health services in the community are still available. Service delivery continues to evolve. Below are some considerations for primary care and behavioral health providers when working with patients with behavioral health concerns.

Call the D.C. Department of Behavioral Health Access HelpLine to learn which DBH-certified organizations are open for referrals, and to share up-to-date information about your operation status and hours: [1-888-793-4357](tel:1-888-793-4357) ([1-888-7WE-HELP](tel:1-888-7WE-HELP))

- Many behavioral health providers are now offering telehealth, while some may offer in-person visits based on need.
- Community support workers and Assertive Community Treatment (ACT) teams are available to provide services in homes and community settings for patients who need it.
- The Access HelpLine can help determine the best fit for those seeking new services, including outpatient behavioral health services for patients transitioning out of inpatient care.
- The Access HelpLine is also available for all residents - regardless of insurance or diagnosis - to discuss behavioral health concerns, and receive support and information.
- Organizations are continually evaluating how to maintain continuity of care and how to provide the safest care for people being served and for staff members.

Crisis Services are Open.

- Child and Adolescent Mobile Psychiatric Service (ChAMPS) Hotline: [\(202\) 481-1440](tel:202-481-1440)
- DBH adult Crisis Response Team: [202-673-6495](tel:202-673-6495)
- Suicide prevention hotline: [1-800-273-TALK](tel:1-800-273-TALK) (8255)

Let your patients know if you are available!

- Share information about how individuals can access medical or behavioral health services at your clinic through your website, social media, and text/email alerts.
- Patients may have a more difficult time than usual accessing services in the community during this time. Please consider scheduling phone or video follow-up to have an opportunity to check in and see if they have connected to services.

Alert patients to prescription home delivery options.

- Pharmacies like CVS and Walgreens can deliver some medications for free to homes.
- Some pharmacies have relaxed refill policies. Discuss extended refill options with patients.

Additional Resources

Telehealth Guidelines and Resources:

- DHCF: <https://dhcf.dc.gov/node/1468036>
- CMS: <https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet>

DC Government COVID-19 Resources: <https://coronavirus.dc.gov/page/coronavirus-covid-19-resources>

ECIN Guide to COVID-19 Resources: <https://bit.ly/ECINCOVIDResource>

DC Mental Health Access in Pediatrics (DC MAP): <https://dcmmap.org/>

DC Action for Children COVID-19 Response: <https://dcactionforchildren.org/monitoring-covid-19-response>

Children's Law Center Resources: <https://www.childrenslawcenter.org/COVID19resources%20>

Children's National Hospital Resources: <https://childrensnational.org/healthcare-providers/refer-a-patient/covid>

The National Council for Behavioral Health: <https://www.thenationalcouncil.org/covid19/>

DC Health Matters Connect: DCHealthMattersConnect.org

