

*Patient Information for*

# CLINICAL HEALTH PSYCHOLOGY SERVICES

IN THE WINNIPEG REGIONAL HEALTH AUTHORITY

## SERVICES

Psychological assessment and treatment services are available at several hospitals and sites in Winnipeg. These services are provided for children and adolescents, adults, and the elderly for a wide range of health concerns including:

- Stress and anxiety including panic, phobias, excessive worry, obsessions and compulsions
- Depression and mood problems
- Symptom management for chronic health problems such as pain, heart disease, gastrointestinal illnesses
- Lifestyle change required by medical conditions
- Sleep disorders
- Neuropsychological assessment
- Diagnostic and cognitive assessment
- Developmental disorders

## CLINICAL STAFF AND TRAINEES

Psychologists within the Clinical Health Psychology Program are members of the medical staff at their site. They hold doctoral (Ph.D.) degrees and are registered with the Psychological Association of Manitoba. Most of the psychologists also have teaching positions in the College of Medicine of the University of Manitoba. Psychology residents and students, within accredited training programs, may also provide services under the supervision of a registered psychologist.

## REFERRALS

Psychology services at WRHA facilities usually start with a referral from a community physician or WRHA clinical service. Referrals from family doctors and pediatricians are encouraged in order to provide coordination of your health care services. The WRHA website at [www.wrha.mb.ca/prog/psychology](http://www.wrha.mb.ca/prog/psychology) includes information regarding psychological services and referral processes (see referral form). Referrals can be sent directly to specific clinics within the program or to our central referral service, where they will be directed to the appropriate clinic.

### Central referral service:

Clinical Health Psychology Program  
Health Sciences Centre  
PZ-350, 771 Bannatyne Ave.,  
Winnipeg MB R3E 3N4  
Phone: (204) 787-7424  
FAX: (204) 787-3755

## WAIT TIMES

There is a considerable demand for services. When there is a wait period, you will typically be informed of it soon after the referral has been received.

## FIRST APPOINTMENT

Please help us ensure that you are correctly identified by bringing at least two pieces of identification, one of which needs to be your provincial health care registration card. Also, bring and use any eyeglasses, hearing aids, and walking aids (such as a cane or walker) that you normally require.

## CONFIDENTIALITY

Health information is private, and access to your records is restricted to health professionals providing services to you. Information may be shared with others such as family or police if there is a serious concern that an individual is intending to harm themselves or others. Psychologists are legally required to report concerns about vulnerable persons in potential need of protection.

## RELEASE OF INFORMATION

Records are maintained by the facility. Access is limited to staff and trainees involved in your care. Patients and their legal guardians have the right to review their chart or obtain a copy (fees may apply). Requests for access must be made in writing to Health Records at the site where services were provided.

## COSTS

WRHA Psychology services are covered through Manitoba Health and are free of charge. There may be small fees for supplies (e.g. workbooks) in some cases.

## INFORMED CONSENT

As a patient, you will be participating in decisions about your health care. In some instances decisions are made by a guardian. Under the Mental Health Act, competent individuals 16 years and older have the right to make health care decisions for themselves. It is important that you have information about the nature of the assessment or treatment so that you can decide whether you would like to proceed. In addition to the information contained in this brochure, psychology staff will discuss options and processes with you.

## YOUR ROLE IN MAINTAINING PSYCHOLOGICAL HEALTH

Your psychological and physical health is maintained through:

- Exercise and balanced diet
- Regular hand washing and hygiene
- Taking medications as prescribed
- Reporting all medication changes
- Watching for fall hazards at home
- Using walking aids if needed
- Reporting any recent falls
- Reporting all changes in your health
- Reporting any thoughts of self-harm or thoughts of harming others.
- Reporting any instance of abuse

ASK if you need help with these issues.

## DESCRIPTION OF PSYCHOLOGICAL METHODS

How do psychologists help? They work to understand the problem or concern by talking to you and observing behavior. Psychological tests may be used to measure your thinking, personality, and emotions. You may also be asked to monitor your activities, thoughts, sleep patterns, pain or other difficulties. Treatments focus on changing behaviour or life style (called "behavior therapy"), changing thought patterns ("cognitive therapy"), and working through emotional or interpersonal issues ("psychotherapy"). Psychological treatments have been tested in clinical studies and are effective and long-lasting. For more information see <http://cpa.ca/psychologyfactsheets/>

## ALTERNATIVE RESOURCES

Other resources for services that are not provided through the WRHA include:

1. Educational psychology services are available through the school system.
2. The Manitoba Psychological Society maintains a list of registered psychologists practicing in specific areas at [www.mps.ca](http://www.mps.ca). Private insurance programs may pay for these services.
3. Some workplaces offer Employee Assistance Programs.

## CONCERNS

WRHA hospital patient representatives are available to discuss concerns with your service that may arise:

Health Sciences Centre  
Ph: 204-787-2704

Deer Lodge Centre  
Ph: 204-831-2120

Grace Hospital  
Ph: 204-837-0318

Seven Oaks General Hospital  
Ph: 204-632-3160

St. Boniface Hospital  
Ph: 204-237-2306

Victoria General Hospital  
Ph: 204-477-3419



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