

GME Policy and Procedure for Assisting Residents Who Need Psychological Services

In this document, “Resident or Trainee” refers to both specialty Residents and subspecialty Fellows.

Urgent or Emergent Matters

The Department of Psychiatry provides residents from all Departments with information about referrals for psychiatric treatment. Information can be obtained through the office of the Chairperson of the Department of Psychiatry (718-270-2022).

Senior faculty members in the Department of Psychiatry are available, through the office of the Chairperson, to talk with and meet with selected faculty members and residents of other Departments. They help clarify psychological issues that arise in training residents and can suggest methods of handling residents’ behavioral problems within their departments.

The Department of Psychiatry provides urgent/emergent psychiatric evaluation, counseling, and referral for residents of all departments.

When a resident has an urgent/emergent psychiatric issue that cannot be addressed by the resident’s advisor or Training Director, the Training Director should initiate an urgent assessment. This assessment will be time-limited, will be conducted with due respect for the resident’s right to confidentiality, and will not influence the resident’s academic or employment status.

In cases where a resident needs emergent psychiatric evaluation:

During regular working hours, the training director or designee requesting the evaluation should discuss the situation with the Chairperson of the Department of Psychiatry or their designee and, if warranted, arrange for an emergency evaluation.

Between 5:00 P.M. and 9:00 A.M., on weeknights, weekends, and 24-hours on holidays, call the hospital page operator and request that the psychiatry attending on-call be paged.

Between 9:00 am and 5:00 pm weekdays, the Consultation Liaison (CL) psychiatry pager number should be called 917-760-0786 (there is a message telling callers to call the operator during off-hours).

During regular weekday hours, if the caller gets a voicemail when calling the Department of Psychiatry at 718-270-2022, they should use the pager number 917-760-0786 for urgent matters or have the trainee go to the ER at UHB, KCH, or any hospital for an emergency psychiatric consultation.

Whenever possible, emergency evaluation and treatment of a resident should be conducted in a facility not affiliated with the Health Science Center, provided this does not place the resident at risk clinically.

The Training Director should discuss the resident's situation with the Chairperson of the Department of Psychiatry or designee, who will if warranted, designate a senior faculty member to evaluate and counsel the resident and make recommendations to the resident for further treatment.

NO RESIDENT SHALL BE REQUIRED TO UNDERGO SUCH AN EVALUATION, WHICH SHALL BE ENTIRELY VOLUNTARY. INFORMATION ABOUT THE EVALUATION SHALL NOT BE COMMUNICATED TO THE RESIDENT'S TRAINING DIRECTOR OR DEPARTMENT WITHOUT THE EXPRESS CONSENT OF THE RESIDENT.

Less urgent and non-emergent matters

A house staff member seeking treatment may contact John Cancel at the Office of Behavioral Health during business hours - Monday – Friday 8 am-4 pm at **212-788-3458** or john.cancel@nychhc.org for assistance with scheduling an appointment with a provider at one of our NYC H+H facilities.

For less urgent/emergent matters, trainees of all Departments can speak with an NYC HHC Behavioral Health clinician Monday-Friday, 9 am-5 pm, by calling the System-Wide Emotional Staff Support Hotline at **646-815-4150**. **To speak confidentially to a counselor via phone, text, or chat, you can also access NYC Well at 1-888-NYC-WELL (1-888-692-9355) 24/7/365 or text WELL to 65173. For more information:** <https://nycwell.cityofnewyork.us/en/>

NYC Employee Assistance Program - Provides services to NYC employees and their family members. An EAP provides education, information, counseling, and individualized referrals to assist with personal and social problems. Monday – Friday 8a-7p Phone: **212-306-7660** | Website: <https://www1.nyc.gov/site/olr/eap/eaphome.page>

Additional information is also available on the **New Innovations** home page under **House Staff Wellness Services**.

Whenever a psychiatric or psychological evaluation is required as part of a determination of a resident's academic or employment status, the assessment should be arranged through outside consultants or agencies in conformity with relevant policies of GME and Human Resources.

Approved by GMEC: March 3, 1999
Reviewed and re-approved by GMEC on 6/16/10
Reviewed and re-approved by GMEC on 11/16/22