

Stress Reduction Through Telephone Consultation

Many aspects of our work as physicians contribute to feeling stressed. Feeling we do not have the knowledge or training to address our patients' immediate needs can be one of those stressors, especially when we do not have consultation and other support readily available. Unfortunately, when it comes to the mental health concerns of our patients, this happens all too regularly. It is when faced with our most challenging patients that clinicians in practice today often feel least supported by our mental health system.

Good news! In response to the shortage of mental health providers in our state, Oregon now funds telephone consultation for primary care providers. The **Oregon Psychiatric Access Line (OPAL)** also recognizes that some patients prefer to seek mental health support through their primary care provider even if a mental health provider is available outside their medical home, and acknowledges that even practices who have in-house access to behavioral health providers do not always have adequate support from psychiatry when needed.

Now that Oregon has OPAL, *any* primary care provider in our state can discuss *any* psychiatric concern about *any* patient with a psychiatrist, *right away* and without regard to insurance. After your call, you will receive a written summary of the consultation via your secure email or secure fax to your clinic.

You now have a psychiatrist as near as your telephone! In addition to General Psychiatrists, available OPAL experts include those with fellowship certification in Child and Adolescent Psychiatry, Geriatric Psychiatry, Addictions Psychiatry and Forensic Psychiatry

There is no question too big or too small!

The OPAL Program

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The OPAL Program is available Monday through Friday from 9am – 5 pm
with the exception of federally recognized holidays