

**CHILDREN AND ADOLESCENT MENTAL HEALTH INTAKE SERVICES  
INFORMATION SHEET**

- ◆ CAMH Intake Services processes, reviews and triages requests for child and youth mental health services. Requests are directed to the most appropriate service in a timely manner.
- ◆ Requests for services may be directed to community or government services external to Alberta Health Services, family physicians or pediatricians, private mental health providers and psychiatry, CAMH clinics outside of Edmonton city limits, clinical assessment and treatment with intake service partner (Northgate CAMH, CASA, CAMH Outpatient Clinics at the Glenrose Rehabilitation Hospital). In some cases, consultation with a mental health intake therapist or the provision of educational resources is all that is required to support families requesting services.
- ◆ Referrals are accepted from parents or guardians, school personnel, physicians and allied health professionals, community agencies, Child and Family Services Authority (CFSA) when it is believed there is a need for mental health assessment and treatment.
- ◆ Parents may phone CAMH Intake at 780-342-2701 or complete and fax a referral form to 780-413-4728. Professionals and service providers must complete and fax a referral form along with supporting documentation.
- ◆ When a referral is made by someone other than the legal guardian, the legal guardian's consent is required. If a child psychiatrist or Children's Mental Health Therapist is involved, the referral must be initiated by this professional.
- ◆ When a referral is received, a telephone interview is scheduled with the child's guardian and a mental health intake therapist. This interview takes up to 60 minutes and collects information required for triage including identification of the presenting problem, symptoms of mental health problems and illnesses, and the degree of risk.
- ◆ Based on the information received, recommendation is made as to which service or program will be most suitable and/or beneficial in meeting the child's needs.
- ◆ When clinical assessment and treatment with an Intake Service Partner is recommended, the child's information is forwarded to the recommended service and a letter of confirmation sent to the family. Parents will be contacted directly by the recommended service to set up an appointment time.
- ◆ Telephone numbers for Intake and Crisis Services will be provided to support children, youth and families waiting for clinical services.

**Child & Adolescent Mental Health Intake Services is NOT an emergency service**

In the event of an emergency or crisis, please call the Children's Mental Health Crisis Line at 780-427-4491 or call your child's physician or proceed to the RAH emergency department.

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