C-Prompt Notice of Closure

July 3, 2020

Dear Primary Care Clinicians,

At the beginning of April, The Royal opened the C-Prompt clinic as a temporary service to provide urgent mental health care while other services in our region were closed or scaled back due to the COVID-19 pandemic. Now that many mental health services are resuming, C-Prompt will wind down. Although always intended to be temporary, C-Prompt exemplifies the kind of service The Royal wants to provide and the kind of organization we want to be in the future. We want to work with you and other partners to build on the lessons learned over the past three months so that we can optimize this model of care in a permanent form.

In its 13 weeks of operation, C-Prompt received over 850 referrals for a range of urgent mental health needs including diagnostic assessments, medication management, brief psychotherapy, access to lab and Long Acting Injectable medication services and system navigation. Here’s a quick overview of how it worked:

- 90% of our services were provided through virtual care;
- 80% of our referrals were made by Primary Care Clinicians;
- 77% of patients identified the pandemic as having had a moderate to severe impact on their health; and
- 75% of patients rated the care they received as “excellent” with the remainder rating it as “good”.

Based on the positive response to C-Prompt and our initial program evaluation, we know two things. The first is that C-Prompt successfully filled a gap in services related to the pandemic. The second is that there is a clear need for expanded secondary level mental health services in Ottawa.

Prior to COVID-19, our team at The Royal embarked on a strategic planning process to reimagine our role, our work and our services in mental health care. Over the past few months, we have talked to care providers, community partners, clients, families and many others about how we can be better. The pandemic has also accelerated our thinking on how we could and should deliver mental health care to those who need it most; C-Prompt has been a great example of this and is a model that we can build on for the future. As we close this temporary clinic, The Royal is actively engaged in planning and fundraising for a new Prompt Care Clinic.

In the meantime, all patients referred to C-Prompt prior to July 4 will be reviewed by our intake team and triaged accordingly. The C-Prompt clinic will not accept any new referrals, however The Royal remains committed to providing specialized mental health care for a broad range of patients. For any new referrals please contact our Central Intake (613-722-6521, ext. 6211) or visit www.theroyal.ca/refer-patient.

For psychotherapy services we would suggest that you consider a referral to the Ontario Structured Psychotherapy (OSP) program led by The Royal at: https://www.theroyal.ca/patient-care-information/clinics-services-programs/short-term-talk-therapy-iasp-program

For counselling services, there are a range of free services available through Catholic Family Services, Family Services Ottawa, and online through www.walkincounselling.com

For patients in urgent need of mental health care, we recommend that you resume referrals to your local emergency department to access psychiatric emergency services and urgent care clinics.
We value the support you have provided to the C-Prompt clinic and would greatly appreciate any feedback you might have to help guide future service planning. If you are a client and have feedback about C-Prompt or any of The Royal’s programs, please visit: [https://www.theroyal.ca/patient-care-information/patients/client-and-family-feedback](https://www.theroyal.ca/patient-care-information/patients/client-and-family-feedback)

If you have any questions or concerns, please reach out to Susan Farrell, Vice President of Patient Care Services and Community Mental Health at susan.farrell@theroyal.ca or 613-722-6521 ext. 6234.

Sincerely,

The C-Prompt Team