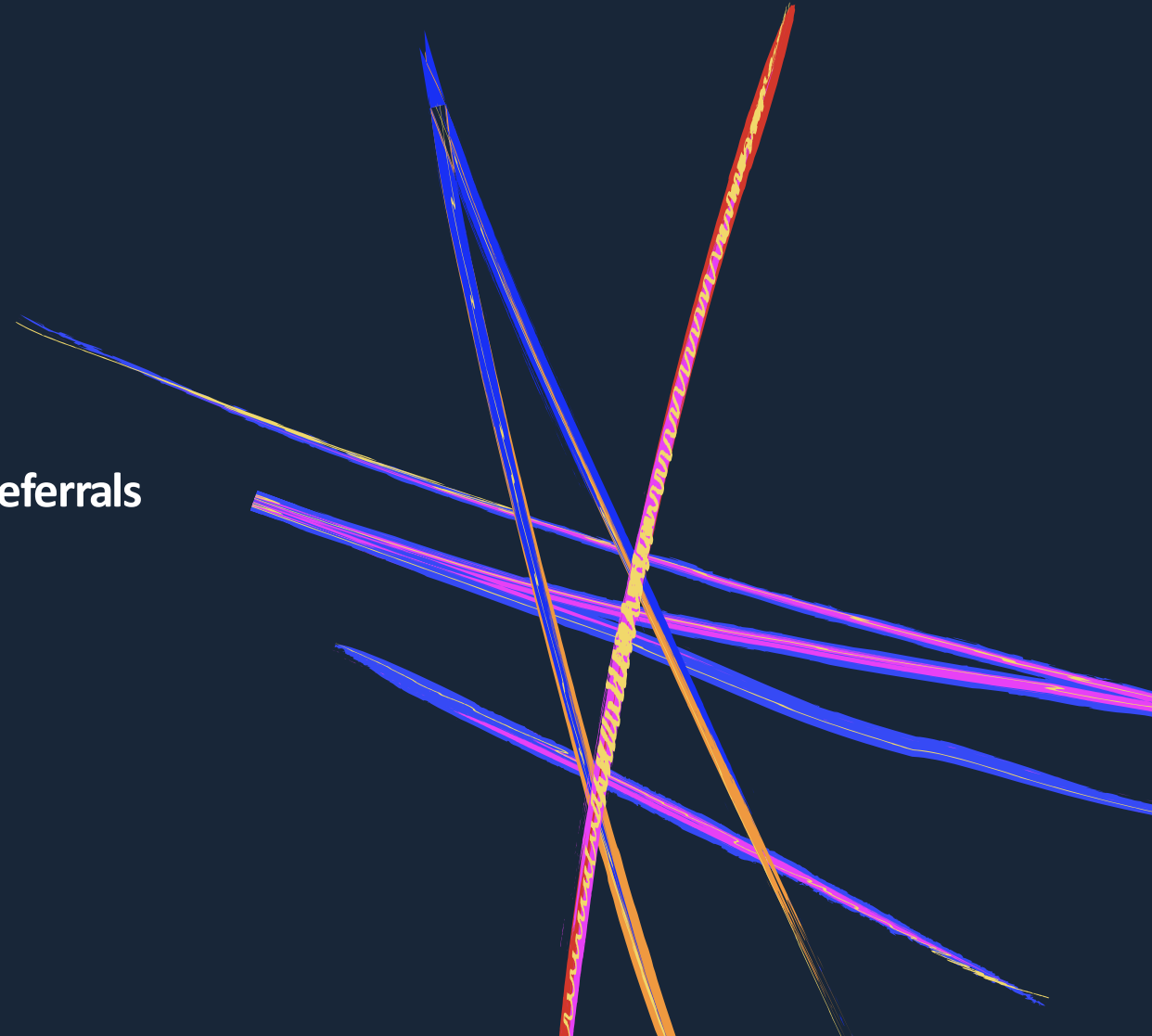


Improving Access to Care

Accessing The Royal: Your Guide to Mental Health Care & Referrals

September 23, 2026



Presentation Overview

1. Recent improvements in access
2. Common referral pathways
 - Substance Use and Concurrent Disorder
 - Adult General Psychiatry
 - Interventional Psychiatry
 - Urgent Care

Central Access and Flow

Feedback Received

- Must have faster access
- Services should be easier to navigate
- Eligibility should be more responsive to patient needs

What We Are Doing

- Centralized and standardized referral management
- Improved referral form
- Broadened eligibility criteria
- Central initial consult booking for Adult General Psychiatry & Schizophrenia

Substance Use and Concurrent Disorders

- Operates Rapid Access to Addiction Medicine (RAAM) clinic.
- Delivers specialized evidence-based support for individuals with substance use disorders.
- Most common interventions focus on alcohol and opioid use disorders.

How To Refer

- Self-referral through live access at Digital Front Door ([RAAM](#)) or AccessMHA
- MD or NP Referral: OCEAN, The Royal Central Intake

Adult General Psychiatry

- Launched in Spring 2026; integration of Mood & Anxiety and Prompt Clinic
- Faster access to psychiatric care with the recruitment of +10 new psychiatrists
- Simplified referral process (no restrictive criteria)
- Renewed commitment to partnership with primary care

How To Refer

- MD or NP Referral: OCEAN, The Royal Central Intake

Interventional Psychiatry

- Services include rTMS, Esketamine and ECT
- Services delivered in collaboration with research teams
- Referral to these services can occur after initial assessment in Adult General Psychiatry

How To Refer

- MD or NP Referral: OCEAN, The Royal Central Intake
- rTMS can be accessed through above or through the research team directly, [Neuromodulation \(rTMS\) Clinic · The Royal](#)



As of September 21, 2026:

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The Minto Greenberg Urgent Care Clinic

The Royal's urgent care clinic will be a trusted place where people facing a mental illness crisis can receive expert care quickly and without a referral.

The clinic will provide fast, compassionate support through same-day psychiatric assessments, crisis counselling and peer guidance — all in a space designed for healing, not waiting.

Real-time clinic status updates will be posted on our website once the clinic opens. Please check before your visit.



Service Guide

Postcard designed to provide overview of services available at The Royal.

Central Access and Flow is available to answer any questions (613-722-6521 ext. 6211).

Note: Excludes Forensic services and inpatient services.



We are here —
for you and your
patients.
Referrals made easier.

If you have patients who require a referral to The Royal for expert mental health care, we have the capacity to help and support.

To learn more about referrals to The Royal

Visit theroyal.ca/referrals/ or scan the QR code.

For referrals to specific programs, clinics and services, please see over.

NOTE: Most services require valid OHIP coverage along with a referral from a physician or nurse practitioner who can provide ongoing follow-up after discharge.



Adult General Psychiatry (AGP): Adults (18+) with mood, anxiety, OCD or personality disorders.	
Dual Diagnosis: Adults (18+) diagnosed with both an intellectual disability and mental illness.	
Flexible Assertive Community Treatment Team (FACT): Adults (18+) with severe mental illness requiring community-based intensive support.	
Geriatric Psychiatry: Older adults (65+) at all stages of mental illness.	
Neuromodulation (rTMS) Clinic: Adults (18+) with difficult-to-treat depression that has not responded to medication or psychotherapy.	
Ontario Structured Psychotherapy: Adults (18+) with depression and anxiety-related conditions.	
Schizophrenia Recovery: Adults (18 to 64) with schizophrenia or suspected schizophrenia.	
Substance Use and Concurrent Disorders: Adults and youth facing complex challenges with substance use, mental illness and physical well-being.	
Youth Psychiatry: Youth (16-24) with severe mental illness.	
Unsure which program your patient may benefit from? Call The Royal's Central Access and Flow service, 613-722-6521 ext. 6211, or send referrals through Ocean e-referral to The Royal 'central intake.'	