

Emergency Psychiatric Service

The Emergency Psychiatric Service is a 24 hours a day, 7 days a week mobile service providing urgent assessment and intervention in times of mental health crisis for all people of all ages.

“Living well in the presence or absence of mental illness and the losses that can be associated with it. Each person with mental health illnesses needs to define for themselves what living well means to them”.

(Standards of Practice for Mental Health Nursing in Aotearoa New Zealand, 2002)

Contacts

Emergency Psychiatric Service

Address: Dunedin Hospital
201 Great King Street
Dunedin

Freephone: 0800 46 78 46
Option 2

Web: www.southerndhb.govt.nz

If you are in a crisis and need urgent assistance please phone the Emergency Psychiatric Service Otago who provide 24 hour a day, 7 days a week service on:

0800 46 78 46 option 2

Mental Health, Addictions and Intellectual Disability Service

Emergency Psychiatric Service (EPS)

Available 24 hours a day,
7 days a week

‘Better Health, Better Lives, Whānau Ora’

Referrals

EPS referrals are accepted from any source, including GPs, families, therapists, school counsellors, NGO services and self-referral.

Process

Contact should be made with EPS by telephone first, where possible. All referrals are triaged for acuity and in many cases a person may be redirected to another agency or service that may more appropriately meet their needs.

Possible telephone contact outcomes:

- No further contact necessary.
- Advice to contact police or ambulance.
- Advice regarding alternative options e.g. GP, counselling or NGO services.
- Face-to-face assessment in the community or EPS department, depending on circumstances.
- Further telephone follow-up.
- Referral or liaison with another agency or service

Face-to-Face Assessment

Initial assessment will be provided by a crisis clinician.

The aim of this assessment is to establish the nature of any mental health concerns, the degree of urgency, and any associated risks for the consumer or their whanau.

Assessment information may then be discussed with a psychiatric registrar or consultant, and/or they may wish to speak with you further. The type of treatment or interventions indicated following assessment will be discussed.

Possible outcomes of assessment are:

- No further follow up necessary.
- Discharge back to your GP or primary health care provider.
- Short-term interventions via EPS.
- Arrangements for brief crisis respite accommodation.
- Admission to hospital.
- Referral to mental health specialty services.

Presenting to EPS

Individuals requiring advice or intervention from EPS should attend the Emergency Department and inform the triage nurse they wish to see EPS.

Please note, delays may occur if staff are involved in other urgent situations. Phoning first may reduce or delay the need to attend.

Staff at EPS are qualified and experienced mental health clinicians from a range of health disciplines including registered nurse and social work clinicians and medical staff .

All crisis clinicians are Duly Authorised Officers (DAOs) under the Mental Health Act 1992 and are able to advise and assist in any matters relating to the Mental Health Act.