

## Frequently Asked Questions

### Who are Single Point of Entry?

The Single Point of Entry (SPOE) Service is staffed by experienced registered nurses.

### How do I get help if I have a mental health concern?

Your first point of contact for your health needs should be your general practitioner (GP). Your GP can then refer you to SPOE

### How do I get help if I have an alcohol and/or drug concern?

Self-referrals are accepted by the Specialist Addiction Service (SAS) if you are wanting help for drug and/or alcohol issues - the Single Point of Entry Team can discuss this with you.

### What if I don't have a GP?

There are options available if you do not have a GP; the Single Point of Entry Team can discuss these with you.

### Contact SPOE if:

- You are worried about your mental health or the mental health of a friend or family member.
- You are a consumer, family member, GP or community service and have a general enquiry about MHAID Services.

## Contacts:

### Southern DHB MHAID Service

Address: Southern DHB Mental Health,  
Addictions and Intellectual  
Disability Services  
Southland Hospital  
Elles Road (Gate No. 2)  
P.O.Box 828  
Invercargill

Phone: (03) 214 5786

Freephone: 0800 443366

Facsimile: (03) 214 7231

Web: [www.southerndhb.govt.nz](http://www.southerndhb.govt.nz)

Future Directions Southland Mental Health Network Website:

[www.futuredirections.org.nz](http://www.futuredirections.org.nz)

If you are in a crisis and need urgent assistance please phone the Southland Mental Health Emergency Team who provide 24 hour a day, 7 days a week service on:

**0800 467 846**

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## Mental Health, Addictions and Intellectual Disability Service

Southland – Gore -- Wakatipu

## Single Point of Entry

*This is a Southern District Health Board service that provides a single point of initial contact to streamline the way people are referred to the Adult Community Mental Health and Addiction Services in Southland, Gore and Wakatipu.*

*"Better Health, Better Lives, Whānau Ora"*

## Advantages of Single Point of Entry

- Rapid and consistent advice to calls
- Tailored response to individual needs
- Support between referral received and being accepted for an assessment

### Respond to general enquiries

- Offer advice
- Suggest alternative services if appropriate

### Monitor between referral and being accepted/declined

- Offer advice
- Suggest alternative services if appropriate

Receive Referrals

## Single Point of Entry Process

### Log received referrals

- Referrals to adult community mental health teams and the Specialist Addiction Service.

Process, prioritise and triage referrals

Advise referrer, consumer and family of outcome

