

# WHO PROVIDES YOUR CARE?



While you are a client at Orygen Youth Health (OYH) a team of professionals will be involved in your treatment and care. These include case managers, doctors and other staff who are available to help with the problems that you are experiencing.

The different OYH staff who have contact with you can access your Medical Record, and will talk to each other about the support that they've offered you. The aim of this is to make sure you don't have to tell your story over and over, and to make sure that the support that is offered to you is appropriate. You can find out about how we share information and protect your privacy on the "**Privacy, Confidentiality and Feedback**" fact sheet.

## CASE MANAGERS

A Case Manager is your main point of contact at OYH. Your Case Manager will be a Mental Health Nurse, Clinical Psychologist, Occupational Therapist, Social Worker or Provisional Psychologist.

Your Case Manager will:

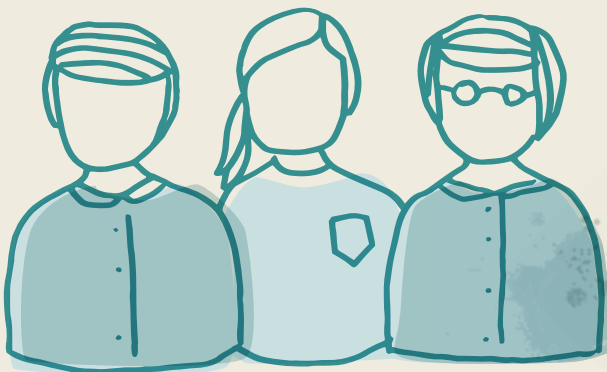
- Work with you to understand the problems that you're experiencing
- Work with you to set recovery goals that will help you both understand what you're working towards
- Offer individual treatment that will help in your recovery, for example, counseling
- Link you to services within OYH and outside of OYH that can help you with other recovery goals that you have (for example, education, money matters, accommodation or employment).

## DOCTORS

As well as a Case Manager, you will be assigned a doctor who can work with you and your Case Manager, and anyone else involved. They will try to understand the difficulties you are experiencing and the best way to treat them. In most cases, doctors will be Psychiatrists (doctors who are specially qualified in treating mental illness) or Psychiatric Registrars (doctors training to be psychiatrists). Psychiatric Registrars rotate between programs every six months, so you may meet more than one doctor whilst you are at OYH.

Your doctor will work as part of your treating team to:

- Diagnose the mental health issue you are experiencing
- Determine if or how your physical health and mental health are affecting one-another
- Help you consider options for treating your problem, for example, medication
- Work with your Case Manager to support your recovery throughout your time with OYH.



## DUTY WORKERS

Duty workers are Case Managers who can support you with urgent matters if your usual Case Manager isn't available.

Duty workers are available during business hours, on the same phone number you call your Case Manager on. You can ask reception if you can speak with the duty worker, or leave a message for the duty worker to call you back. Duty workers have access to your file and will make notes, so that your Case Manager can follow-up with you.

## YAT (THE YOUTH ACCESS TEAM)

YAT stands for Youth Access Team and you might have already met them when you first had contact with OYH.

YAT provide crisis intervention and home-based treatment for young people who require this type of support. YAT can also support people who see their Case Manager regularly, by helping them to use Crisis or Coping Plans that people might have developed with their Case Manager.

YAT are contactable 7 days a week. Overnight calls to YAT are managed by the NorthWestern Mental Health Centralised Triage. Both of these teams will let your Case Manager know you have contacted them and if there are things that need to be followed up.

YAT are bound by the rules of confidentiality and will make notes in your file whenever you contact them.

You can call YAT on 1800 888 320

## INPATIENT UNIT

The team at the Inpatient Unit (Footscray IPU) is made up of lots of different professionals who provide support to young people who need to have a stay in hospital to get their mental health on track.

The team at the IPU includes:

- Doctors
- Psychiatric Registrars (doctors training to be psychiatrists)
- Nurses
- Allied health staff and group workers (who plan fun activities to meet your needs)

At the IPU, you also have access to:

- Peer Support Workers (who are young people who used to be clients at Orygen Youth Health)
- Hospital chaplain (bookings upon request) who can offer comfort and spiritual support

## OTHER SERVICES

From time-to-time, some young people might access other services at OYH or other services provided by other mental health services. Examples of these are adult inpatient units and the Banksia Inpatient Unit at the Royal Children's Hospital. More information is available about these services for people who use them.

**YAT IS  
CONTACTABLE  
7 DAYS A WEEK  
1800 888 320**

