



UCSF Benioff Children's
Hospitals

CONNECTING FOR CARE

Child and Adolescent Psychiatry Portal



The UCSF Child and Adolescent Psychiatry Portal (CAPP) is a child psychiatry access program designed to meet the ever-increasing needs of pediatric primary care practices serving as frontline care providers for mental health within the pediatric medical home.

The need for access to mental and behavioral health care is greater than ever, and CAPP provides real-time, peer-to-peer child psychiatry consultative guidance to primary care providers for youth with mental and behavioral health concerns.

Through consultation, continuing medical education and resource navigation guidance, we support the development and deepening of primary care providers' (PCPs') knowledge, skills and confidence in addressing commonly occurring behavioral health conditions. CAPP aims to expand access to mental health care for all of California's children by supporting rational utilization of child psychiatry resources for more complex presentations and supporting increased integration of pediatric primary and behavioral health care.

“The CAPP program has been an absolute godsend. Advice has been on point, clearly stated and given in a timely fashion. The return call from the psychiatrist is very quick and is always followed by a written consult note. One of my favorite parts of the service is that I am never made to feel ignorant or off-base in my thinking. Everyone has been so supportive. I have learned so much, and my patients' psychiatric care has dramatically improved.”

Barbara Botelho, MD

Child and Adolescent Psychiatry Portal

To enroll your practice, visit capp.ucsf.edu/enrollment, email CAPP@ucsf.edu or call (800) 253-2103.
capp.ucsf.edu

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Phone Consultation for Primary Care Providers

After your practice is enrolled, CAPP provides PCPs with real-time, case-specific advice for their patients with mental and behavioral health concerns, including the following:

- Direct answers to the PCP's questions
- Assistance in treatment planning and resource navigation
- Guidance on screening, assessment and diagnosis, including next steps in Adverse Childhood Experiences (ACEs) screening
- Assistance with general questions related to child psychiatry, behavioral health and community resources
- Guidance on medication management, including starting, continuing, changing and stopping medications

CAPP consultations are patient-centered, evidence- and measurement-based, and trauma-informed. CAPP places an emphasis on cultural attunement, as well as patient and family input and preferences.

Second-Step Psychologist Consultation for Families

After the initial consultation, patients and families may access a one-time consultation with a UCSF psychologist through the UCSF CAPP Second-Step Psychologist Consultation.

The second-step psychologist consult:

- Is a one-time opportunity for families to speak directly to a knowledgeable psychologist for clarification of underlying behavioral and mental health concerns.
- Can provide parents with guidance on managing behaviors, serving as bridge support until the child can be referred for more comprehensive support when this is indicated.
- Can help the family to navigate next steps, including determining whether a referral to specialty mental health or other resources is indicated.

This consultation *does not* provide the following:

- A comprehensive psychological evaluation and/or testing
- A definitive diagnosis
- Direct ongoing therapy, psychiatric consultation or medication prescriptions



Call (800) 253-2103 to schedule a consult during UCSF CAPP psychologist office hours.



Visit our website capp.ucsf.edu to view past and upcoming educational events.



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Frequently Asked Questions



What kinds of questions are appropriate for consultation through the Child and Adolescent Psychiatry Portal?

Enrolled practices use CAPP for a provider-to-provider (peer-to-peer) consultation. Phone inquiries are usually patient-specific but can also be about any general questions related to mental and behavioral health, including screening, diagnosis and treatment planning, as well as developmental concerns.

Common consultations include diagnostic clarification and treatment planning; how to provide psycho-education; how to work collaboratively with the family; psychotherapy and medications, if warranted; and determining appropriate levels of care, including resources and referral navigation.

Can the consulting psychiatrist speak to the patient/family via phone or see them directly?

No. CAPP is a PCP consultation service aimed at improving the knowledge, skills and confidence of PCPs in addressing common mental health disorders. If the condition is too severe or complex to be managed in primary care, CAPP serves as a bridge to specialty mental health care, and helps the PCP to navigate resources and referrals for the family.

Can the patient/family call the CAPP line?

No. The PCP is the intended consumer for CAPP's services: CAPP can provide consultation on direct provision of primary care within the practice, and guidance on treatment planning, including referrals to specialty mental health for more complex patients. A second-step psychologist consultation is available to families after the initial CAPP consultation.

Does the patient/family need to consent before I call the CAPP line?

Yes. It is important to discuss the intention for consultation with the patient and family, to request their permission to do so, and ideally, to document this in your note. Once enrolled, your practice may consider embedding consent for this in its consent for services for new patients. Provider-to-provider consultation is covered under the Health Insurance Portability and Accountability Act (HIPAA). Since there is no direct clinical care between the consulting psychiatrist and the patient/family, no payment or financial consent is required.

Do CAPP psychiatrists prescribe medications?

No. CAPP psychiatrists may recommend medication, including providing guidance on choice of medication, dosing and titration schedule, as part of comprehensive treatment plan recommendations to you in your direct care of the patient.

I need help referring my patient to mental health care. Can you help?

Yes. After gathering the pertinent clinical information, CAPP consultants may suggest resources and referrals for care.

My patient is in crisis. Can you help?

CAPP is not intended to be an emergency consultation or crisis line. If the patient is experiencing a psychiatric or mental health emergency, call 911 and send the patient to the nearest emergency room. For additional support in moments of crisis, consider having your patient reach out to one of the following:

- **National Suicide Prevention Lifeline:** (800) 273-8255
- **California Youth Crisis Line** (for youth aged 12-24): (800) 843-5200
- **Your local county crisis line**