

Bridge to psychiatry: How it works.



Our team of dedicated nurse practitioners (NPs) are always available to provide your employees with the care they need in a simple, approachable and empathetic way. While our NPs can provide mental health support at any time, they also have access to our in-house psychiatrist for more complex cases. This allows our NPs to offer more in-depth support to patients and helps bridge the long wait times for in-person assessments, which can take months or even up to a year.

Below is a real example of how our bridge to psychiatry has helped an Akira patient.

Patient profile



- Has suffered from anxiety and depression for years
- Tried several different medications — all with intolerable side effects
- Stopped taking medications as a result
- Symptoms are currently acute and severe – exacerbated by a personal crisis
- On long-term disability

Traditional care path

- Primary care provider makes a referral to a psychiatrist to address medication intolerances
- Patient waits in distress for appointment with psychiatrist



**Time elapsed:
6 months and
counting***



Using TELUS Health virtual care

- NP contacts in-house psychiatrist, who reviews patient history
- Psychiatrist identifies patient as a probable “slow metabolizer” and recommends new treatment plan using liquid form of medication



Time: 30 minutes

- Patient tolerates liquid medication well and reaches therapeutic dose in a few weeks
- Patient returns to work
- Patient’s mental health illness is in remission



Total time elapsed: 9 weeks



“Having the advice and expertise from our in-house psychiatrist really made a difference and led to a successful outcome and a happier patient in a matter of weeks.”

Kathryn Sharman, NP

Help your employees connect with healthcare professionals as soon as they need it.

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