

Patient Information for

# CLINICAL HEALTH PSYCHOLOGY SERVICES

IN THE WINNIPEG HEALTH REGION

## STAFF AND STUDENTS

Psychologists within the Clinical Health Psychology Program are members of the medical staff at their site. They hold doctoral (Ph.D.) degrees and are registered with the Psychological Association of Manitoba. Most of the psychologists also have teaching positions in the Faculty of Medicine of the University of Manitoba. Psychology residents and students, within accredited training programs, may also provide services under the supervision of a registered psychologist.

## SERVICES

Psychological assessment and treatment services are available at several hospitals and sites in Winnipeg. These services are provided for children and adolescents, adults, and the elderly for a wide range of health concerns including:

- Stress and anxiety including panic, phobias, excessive worry, obsessions and compulsions
- Depression and mood problems
- Symptom management for chronic health problems such as pain, heart disease, irritable bowel syndrome
- Lifestyle change required by medical conditions
- Sleep disorders
- Neuropsychological assessment
- Diagnostic and cognitive assessment
- Developmental disorders.

## REFERRALS

Psychology services at WRHA facilities usually start with a referral from a community physician or WRHA clinical service. Referrals from family doctors and pediatricians are encouraged in order to provide coordination of your health care services. Referrals can be sent directly to specific clinics within the program or to the general program office, where they will be directed to the appropriate service. The WRHA website at [www.wrha.mb.ca/prog/psychology](http://www.wrha.mb.ca/prog/psychology) includes information regarding referral and psychological services.

## CONFIDENTIALITY

Your health care information is private and access to your records is limited to health professionals currently providing services to you. Information may be shared with others such as family or police if there is a serious concern that an individual is intending to harm themselves or others. Psychologists, like other professionals, are legally required to report concerns about children potentially in need of protection. For further information, see the brochure entitled Informed Consent and Confidentiality which is available in waiting areas, from your clinician, or on our website at [www.wrha.mb.ca/prog/psychology](http://www.wrha.mb.ca/prog/psychology).

## FIRST APPOINTMENT

Please help us ensure that you are correctly identified by bringing at least two pieces of identification, one of which needs to be your provincial health care registration card. Also, bring and use any eyeglasses, hearing aids, and walking aids (such as a cane or walker) that you normally require.

## COSTS

Psychology services offered by the WRHA are free of charge. There may be small fees for supplies (e.g. workbooks) in some cases.

## WAIT TIMES

There are approximately 40 psychologists working for the WRHA. There is a considerable demand for services. When there is a wait period, you will typically be informed of it soon after the referral has been received.

## YOUR ROLE IN MAINTAINING PSYCHOLOGICAL HEALTH

Psychological health and physical health go together. Good physical health helps improve psychological well-being, and good psychological well-being helps to improve physical health. You have an important role to play in maintaining your psychological and physical health through:

- Regular physical activity, a balanced diet, and good sleep
- Taking medications as prescribed
- Avoiding infections through regular hand washing with soap and hot water
- Avoiding accidents and falls by watching for hazards in your home and using walking aids (e.g., a cane) if needed
- Exercising your right to ask your doctor or other health care professionals about your health care plan

It is also important that you keep an eye on how you are feeling and ask for help for behavior that is harmful to yourself or others. Your psychologist can assist you in dealing with:

- Thoughts of harming yourself
- Thoughts of harming others
- Current abusive relationships

ASK if you need help with any of these issues. Your psychologist may be able to provide resource information, suggest referrals, or assist you directly.

## DESCRIPTION OF PSYCHOLOGICAL METHODS

How do psychologists help? They work to understand the problem or concern by talking to you, watching behavior (especially with children) or giving tests. Psychological tests may be used to measure your thinking, personality, and emotions. You may also be asked to write down your activities, thoughts, sleep patterns, pain or other difficulties. Treatments focus on changing behaviour or lifestyle (called "behavior therapy"), changing thought patterns ("cognitive therapy"), and working through emotional or interpersonal issues ("psychotherapy"). Psychological treatments are effective and have been tested in clinical studies. For more information see [www.cpa.ca](http://www.cpa.ca) (Canadian Psychological Association).

## ALTERNATIVE RESOURCES

Alternative resources for services that are not provided through the WRHA:

1. Educational psychology services are available through the school system.
2. The Manitoba Psychological Society maintains a list of some psychologists practicing in specific areas at [www.mps.ca](http://www.mps.ca). Private insurance programs may pay for these services.
3. Some workplaces offer Employee Assistance Programs.

## CLINICAL HEALTH PSYCHOLOGY CONTACT INFORMATION

General Office - Clinical Health Psychology  
Health Sciences Centre,  
PZ350 – 771 Bannatyne Ave., Winnipeg, MB R3E 3N4  
Ph: (204) 787-7424 / Fax: (204) 787-3755

Deer Lodge Centre  
Ph: (204) 831-2590 / Fax: (204) 831-2558

Grace General Hospital  
Ph: (204) 837-0319 / Fax: (204) 837-0407

St. Boniface General Hospital  
Ph: (204) 237-2979 / Fax: (204) 237-9243

Seven Oaks General Hospital  
Ph: (204) 632-3523 / Fax: (204) 697-3043

Victoria General Hospital  
Ph: (204) 477-3119 / Fax: (204) 269-7619

[www.wrha.mb.ca/prog/psychology](http://www.wrha.mb.ca/prog/psychology)



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