

This is a Canterbury District Health Board service that provides a single point of initial contact (via 0800 920 092 or Fax: 03 363 8107) to streamline the way people are referred for Adult Community Mental Health Services. (18-65 years)

## Advantages of Single Point Entry

- Rapid and consistent response to calls
- More tailored response to individual needs
- Responsive booking systems
- Support between referral and assessment

### Respond to general enquiries

- Offer advice
- Arrange emergency assessment

## Single Point of Entry: Te Kuuwaha o te Whakaora Hinengaro

### Monitor between referral and assessment

- Receive new information from referrer, consumer or caregiver
- Response to new information as necessary

### Process referrals

- Accept referrals to community teams and Totara House
- Forward other referrals to alternative services
- Offer alternative services if appropriate

### Prioritise referrals

- Obtain further information from referrer, consumer or caregiver if necessary
- Determine if
  - emergency
  - urgent
  - routine

### Book assessments

- Arrange time directly with consumer
- Negotiate most suitable option

**Contact Single Point of Entry:  
Te Kuuwaha o te Whakaora  
Hinengaro if:**

- You are a consumer, family member, GP, or community service and have a general enquiry about mental health services or issues for people between 18-65 years.
- You are worried about your mental health.
- You are worried about the mental health of a friend or family member.

**Single Point of Entry: Te Kuuwaha  
o te Whakaora Hinengaro will:**

- Provide initial advice
- Receive referral for CDHB adult mental health services.
- Prioritise referrals according to clinical need.
- Forward emergency needs to the Psychiatric Emergency Services.
- Book assessments for adult community teams and Totara House.
- Forward other referrals to appropriate services.

**Single Point of Entry: Te Kuuwaha  
o te Whakaora Hinengaro**

Phone: 0800 920 092

Phone: 03 364 0482

Fax: 03 363 8107

Email: [SPOE@cdhb.govt.nz](mailto:SPOE@cdhb.govt.nz)

Website: [www.cdhb.govt.nz](http://www.cdhb.govt.nz)

**Address:**

C/- Dental Centre  
Fergusson Building,  
Hillmorton Hospital, Sylvan St  
Christchurch

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**SINGLE POINT OF ENTRY**

**Adult Community Mental Health Services**

**Te Kuuwaha o te Whakaora Hinengaro**

