



**Getting to the clinic**

We are located on the 6<sup>th</sup> floor of the Kaufman Building (40 Green St.), which is located on the Grand River Hospital KW Campus in Kitchener.

At the patient registration desk on the 6<sup>th</sup> floor, staff will register you for your appointment. There, you will be connected with your clinician.

*Please bring the following with you:*

- All of the medications you are currently taking;
- Your health card;
- The first and last name of your family doctor;

**Please plan to arrive at patient registration at least 10 minutes before your scheduled appointment.**



[www.grhosp.on.ca](http://www.grhosp.on.ca)

**Rapid Response Service**

**Please bring the following information for your appointment:**

Appointment Date and Time:

\_\_\_\_\_  
(Date) (Time)

Goals for visit:

1. \_\_\_\_\_  
 \_\_\_\_\_

2. \_\_\_\_\_  
 \_\_\_\_\_

3. \_\_\_\_\_  
 \_\_\_\_\_

Questions that you have:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**GRAND RIVER HOSPITAL**

Advancing Exceptional Care

**Kitchener-Waterloo Campus**

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PEM6295 (REV.09/17)



**Rapid Response Service**

Child & Adolescent  
Mental Health Services

**GRAND RIVER HOSPITAL**

Advancing Exceptional Care

### Welcome to our Rapid Response Service

We understand that this can be a difficult time for you. We will do our best to help you feel better in a safe environment.

You have an appointment with our clinician at the Rapid Response Service.

*There is a strong emphasis on the role of the family/guardian while you are in our care, and your family/guardian will be asked to attend your appointment to assist with our assessment and planning next steps.*

If you're a parent/guardian and your child is under 12yrs of age, bring someone with you older than 16yrs of age that can sit with your child while the clinician meets with you.

If you need to cancel your appointment, please let us know at 519-749-4300 ext. 2629.



### About our service

The Rapid Response Service is a short term intervention service (1-3 sessions) that facilitates linkages with hospital and/or community supports, as indicated. However, there may be no further involvement necessary after the initial assessment.

### Why were you sent to the Rapid Response Service?

If you are seen in our Emergency Department or by your Family Physician, you may be referred to this service for consultation and short term solution-focused treatment.

### How long is the wait for an appointment?

We will try to see patients as soon as possible. The wait for an appointment could range from one to seven days.

### What will happen at your visit?

Your appointment will be about an hour long. The clinician will talk with you and your parent/guardian about your current situation and other stressful life events. Together you will explore and be connected to further supports from other mental health resources in your community.

Sometimes we may ask you to repeat your health information; this is because we want to make sure that everyone has the information they need for your care. We will discuss your treatment plan and next steps.

### After your appointment

Our clinic staff will securely send any reports to your family physician. This will support your ongoing care with your family physician.

### What if I need help afterhours?

We do not provide emergency or crisis care. Depending on your concerns, you can choose from the following options:

- Talk to your parent(s)/guardian(s),
- **Residents of Waterloo**, call Front Door at 519-749-2932, Monday to Friday between 9 am – 5 pm, or afterhours call 1-844-437-3247,
- **Residents of Wellington**, call Here 24/7 at 1-844-437-3247 anytime,
- Go to your nearest Emergency Department
- Call 911.

### Getting to the hospital

Grand River Transit bus stops are located within a short walking distance of the Grand River Hospital, KW Campus, Kaufman Building, 40 Green St. in Kitchener.

Parking is available in the parking garage. Make sure you plan enough time to find a space and park your vehicle. Parking fees can be found on our website:

[www.grhosp.on.ca](http://www.grhosp.on.ca).