Enhancing Concurrent Capability Toolkit
Transitions in Care
Quick Reference Sheet

How do we follow-up after transition?

Follow-up after a transition is a key step to ensure people get the care they need and that the transition of services is as seamless as possible.

What does follow-up look like?

The sending provider should:

- Make the first appointment for the client.
- Make sure the client is clear on who they are meeting, and where and when the appointment is.
- Contact the receiving service provider to ensure they have the transition plan and any other relevant information before the first appointment.

Once the receiving provider has seen the client, it is best practice for them to contact the sending provider within one month to enquire about their wellbeing.

What happens during a follow-up call or appointment?

After a transition, it's important to contact the person to:

- Assess their mental wellness and assess for further supports.
- Ensure that they are in communication with their receiving provider.
- Answer any questions that have come up since transitioning.
- Assess the risk to ensure the person is not in crisis.

What If the person is in crisis?

The sending provider must determine their risk and required supports and interventions if a person is in crisis. Appropriate action may include:

- Contacting the receiving provider.
- Contacting the person's emergency contact on the transition plan.
- De-escalation conversation techniques.
- Calling the police or crisis team.

What happens when the follow-up doesn't happen?

If the follow-up phone call or appointment doesn't occur further investigation by the sending provider needs to be done to ensure that the person is okay or if they need to rebook their follow-up call.

If contact is lost with the person, the sending and receiving providers should be in touch with each other to plan the next steps and consider if the person may be in crisis and at-risk.

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