



Clinical Flowchart for Managing Mental Health Disclosures

1

Are you worried about your patient's mental health?

E.g. Change in mood, irritable, anxious, change in energy/appetite/sleep, difficulty with concentration.

1. Ask if everything is okay
2. Express concern
3. Offer to contact a family member or friend. Tell them it can be helpful to talk to someone they are close to
4. Document in patient chart
5. Maintain non-judgemental discussion

2

Are you noticing signs of distress?

E.g. Feeling hopeless, withdrawn, deteriorated personal appearance, severe weight loss/gain, substance use concerns.

Ask the patient if they want to move to a private space to continue the conversation.

1. Listen with empathy, try not to solve the problem
2. Express concern and/or share what you are noticing
3. Offer resources and document in chart; **refer to the back side of document**
4. Follow-up with patient (timing depends on level of concern)

3

Is your patient at an imminent risk of harm?

E.g. Active thoughts of suicide, threatening behaviour, expressing no reason for living

Does the patient have intense/frequent suicidal thoughts AND detailed plan AND strong intent to carry out their plan?

1. Take the patient to the hospital or arrange for someone else to take them
2. Call 911

4

Message to the student: Consult or debrief with others

E.g. Friends and family, Embedded Counsellor, and clinical instructor(s)

1. Focus on self-care
2. Talk about your experience



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Reminders to Faculty members:

- Keep the area clear
- Find a wheelchair for possible transportation
- Notify other clinical instructors that a mental health disclosure is occurring; be mindful of not drawing in other students in the process
- Remind student of supports available to them (e.g. Embedded Counsellor)

9-8-8: Suicide Crisis Helpline

Call or text 9-8-8

**Canadian Mental Health
Association (CMHA)**

**Phone Line:
1-604-688-3234**

**Website:
info@cmha.bc.ca**

Crisis Centre of BC

**Phone Line:
1-800-784-2433**

**Website:
crisiscentre.bc.ca**

**Hope for Wellness Helpline
(For Indigenous People)**

**Phone Line:
1-855-242-3310**

**Suggest a visit to the nearest medical doctor
and/or mental health professional**

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Informed by the UBC Green Folder and British Dental Journal Flowchart for Managing Mental Health Disclosures

1. Green Folder - University of British Columbia [Internet]. [cited 2023 Oct 9]. Available from:
<https://wellbeing.ubc.ca/supporting-students-distress>

2. Yates C, Furtado V. Managing mental health crises in dental practice. British Dental Journal.
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