

Frequently-asked questions

Who are Single Point of Entry?

The Single Point of Entry (SPOE) Service is staffed by experienced registered nurses.

How do I get help if I have a mental health concern?

Your first point of contact for your health needs should be your general practitioner (GP). Your GP can then refer you to SPOE

How do I get help if I have an alcohol and/or drug concern?

Self-referrals are accepted by the Drug and Alcohol Specialist Service (DASS) if you are wanting help for drug and/or alcohol issues - the Single Point of Entry Team can discuss this with you.

What if I don't have a GP?

There are options available if you do not have a GP; the Single Point of Entry Team can discuss these with you.

Contact SPOE if:

- You are worried about your mental health or the mental health of a friend or family member.
- You are a consumer, family member, GP or community service and have a general enquiry about MHAID Services.

Contacts

Southern DHB MHAID Service

Address: Southern DHB Mental Health, Addictions and Intellectual Disability Services
Southland Hospital
Elles Road (Gate No. 2)
P.O.Box 828
Invercargill

Phone: (03) 214 5786

Freephone: 0800 443366

Facsimile: (03) 214 7231

Web: www.southerndhb.govt.nz

Future Directions Southland Mental Health Network Website:

www.futuredirections.org.nz

If you are in a crisis and need urgent assistance please phone the Southland Mental Health Emergency Team who provide 24 hour a day, 7 days a week service on:

0800 467 846



Mental Health, Addictions & Intellectual Disability (MHAID) Service

Southland – Gore - Wakatipu

Single Point of Entry

This is a Southern District Health Board service that provides a single point of initial contact to streamline the way people are referred to the Adult Community Mental Health and Addiction Services in Southland, Gore and Wakatipu.

“Better Health, Better Lives, Whānau Ora”

Advantages of Single Point of Entry

- Rapid and consistent advice to calls
- Tailored response to individual needs
- Support between referral received and being accepted for an assessment

Respond to general enquiries

- Offer advice
- Suggest alternative services if appropriate

Monitor between referral and being accepted/declined

- Offer advice
- Suggest alternative services if appropriate

Receive Referrals

Single Point of Entry Process

Log received referrals

- Referrals to adult community mental health teams and the Drug and Alcohol Specialist Service

Process, prioritise and triage referrals

- Obtain further information from referrer, consumer or family if necessary
- Determine if:
 - Emergency
 - Urgent
 - Routine/ non-urgent

Advise referrer, consumer and family of outcome

- Accepted referrals are offered an initial assessment appointment
- Declined referrals are informed and are given recommendations of alternative services if appropriate