

Telepsychiatry Service

Frequently Asked Questions



Service:

The Nepean Blue Mountains Telepsychiatry Service provides free psychiatry consultations via telehealth for eligible individuals experiencing complex mental illness, who due to socio-economic barriers would not otherwise be able to access a private psychiatrist.

Eligibility Criteria:

Patients must meet the following criteria:

- Experience mental illness
- Aged 8 years or older
- Reside in Blue Mountains, Hawkesbury, Lithgow, or Penrith
- Hold a Centrelink-issued healthcare card, family healthcare card, or pension card (exceptions apply for Aboriginal and Torres Strait Islander populations)
- Not currently engaged with public psychiatry services

Note: Starting 1 July 2025, this program will no longer cover neurodevelopmental assessments or treatment, including ADHD.

Service Delivery:

Consultations are conducted via video conference (interpreters available) from:

- Your GP practice (MBS incentive items available for practice nurses participating in telehealth appointments)
- A support person's office (e.g. support worker, psychologist, or mental health nurse)
- Telehealth Hub at Penrith Women's Health Centre
- The patient's or a support person's home

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Referral & Treatment Process

The GP remains the primary provider of care, with psychiatrists liaising through treatment plans, phone communication, and case conferences.

- Appointments: Initial assessment + follow-up (max 3 sessions per referral, exceptions considered).
- Exclusions: Form filling or reports (e.g. court reports, RTA forms, workers' compensation), NDIS or Disability Support Pension assessments.

This service is not an emergency or crisis support service.

Required Patient Information (Incomplete referrals may not be accepted):

1. Current medication summary and past medication response
2. Psychiatric history and past medical history (hospital admissions, discharge summaries)
3. Previous psychiatrist correspondence (if applicable)

Referral Process

Any GP within the Nepean Blue Mountains PHN region can refer.

1. Call 1800 223 365 (NBMPHN Intake Line) to obtain a unique referral number.
2. Complete the provided referral form.
3. Send the referral via:
 - Fax: (02) 8569 1844
 - HealthLink EDI: Dokotela

Want to find out more about the program?
Scan the QR code or email us at nbmphn@dokotela.com.au

