Message From Our Psychiatrists

We are honoured at the AAC to provide an accessible, integrated, interdisciplinary, and coordinated continuum of care as a single point of service access for adults in Vancouver. As psychiatrists, we conduct comprehensive assessments utilizing non-urgent, urgent, and emergency interventions to provide services and foster stability in the community for our clients. We are a group of experienced physicians with a keen desire to help others. This desire to help is complemented by our diverse backgrounds and areas of interest.

What to expect

The initiation of your care through the AAC will begin with a screening and assessment conducted by an AAC clinician (Nurse, Social Worker or MHSU Clinician). In collaboration with the client and caregivers the clinician will then determine the appropriate care pathway. This applies to any client contacting AAC either as a walk-in or by phone. Most people do not see a psychiatrist on their first visit to the clinic unless the client requires urgent intervention and is likely in need of hospitalization. The wait times for walk-in clients can be highly variable and are unpredictable.

Translation services are available at AAC as needed. Translators are available either in person, virtually, or by phone.

Our Staff

We are comprised of a multidisciplinary and diverse group of compassionate and trauma informed professionals. This includes Registered Nurses, Registered Psychiatric Nurses, Social Workers, MHSU Clinicians, Psychiatrists and Administrative staff. We strive to provide high quality care to achieve the best health outcomes for our clients.

Our staff are able to provide assessment, support, stabilization, crisis management and follow-up over the phone and in person. We will work to determine the best services and interventions for our clients using a recovery oriented approach.

Hours:
- 7 days/week
- Walk-ins: 7:30 am to 9:30 pm
- Phones: 7:30 am to 10:00 pm
- 365 days/year

Phone: 604-675-3700
Fax: 604-675-3705
Address: Joseph & Rosalie Segal Family Health Centre
803 West 12th Avenue, Level 1

AAC Contact Information

VGH Access & Assessment Centre (AAC)
Mental Health & Substance Use

For more copies, go online at vch.eduhealth.ca or email phem@vch.ca and quote Catalogue No. CD.140.V44
© Vancouver Coastal Health, July 2022

The information in this document is intended solely for the person to whom it was given by the health care team.

vch.ca

A service for Vancouver
Adult (17+) Residents
604-675-3700

We respectfully acknowledge that our place of work lies on the unceded traditional homelands of the xʷməθkwəy̓əm (Musqueam), Skwxwul7mesh (Squamish), and Səl̓ílwətaʔ/Selilwitulh (Tsleil-Waututh) peoples.

VGH Access & Assessment Centre (AAC)
Mental Health & Substance Use
The Access & Assessment Centre (AAC)

AAC provides a range of Mental Health & Substance Use (MHSU) services for City of Vancouver residents (ages 17+) for non-urgent, urgent and non-emergent intervention. We are the central point of access for all referrals for VCH Community MHSU Services in Vancouver. We are committed to promoting inclusion and welcome everyone, including members of the Indigenous, Black, and POC communities and Two-Spirit, Trans, Non-Binary, and LGBTQ+. Persons requiring non-urgent and urgent services may receive assessment, support, education, psychiatric consults and referral to other VCH MHSU services. When required, urgent intervention can include transfers to the emergency department or admission to an inpatient psychiatric unit.

OUR GOAL is to match a person’s needs to the right services and resources at the right time. We strive to provide low barrier access to client centred care and support.

vch.ca/aac

Services Provided

- Mental Health and Substance Use (MHSU) assessments
- Referral to Vancouver Coastal Health (VCH) MHSU services
- Information and support to access VCH Addictions Services
- Admissions to Vancouver General Hospital (VGH) inpatient psychiatry
- Crisis intervention and support
- Services provided by phone, in office, virtually or by outreach
- Family support

Family support

- any family, caregiver, or concerned other is able to call AAC to report concerns, provide information and request services for a person requiring mental health intervention
- family, caregivers or concerned others can also receive information, education and support
- inform and collaborate with family and caregivers within the limitations of maintaining client confidentiality

Services Not Provided

- prescription refills
- counselling or referral to counselling services
- ADHD assessments
- referral to private psychiatrists (this must be provided through a family physician)
- medical notes for work or school (can be provided by a family physician)
- housing applications
- disability applications
- court ordered assessments
- second opinion

For more information, please visit vch.ca/aac