

# TELEPSYCHIATRY AND TELEPSYCHOLOGY EXPERIENCES DURING COVID-19 PANDEMIC

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ST National Mental Health Council

**SALUD**

SECRETARÍA DE SALUD



# Mental Health and Psychosocial Services during COVID-19

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The NEW ENGLAND JOURNAL of MEDICINE

## Mental Health and the Covid-19 Pandemic

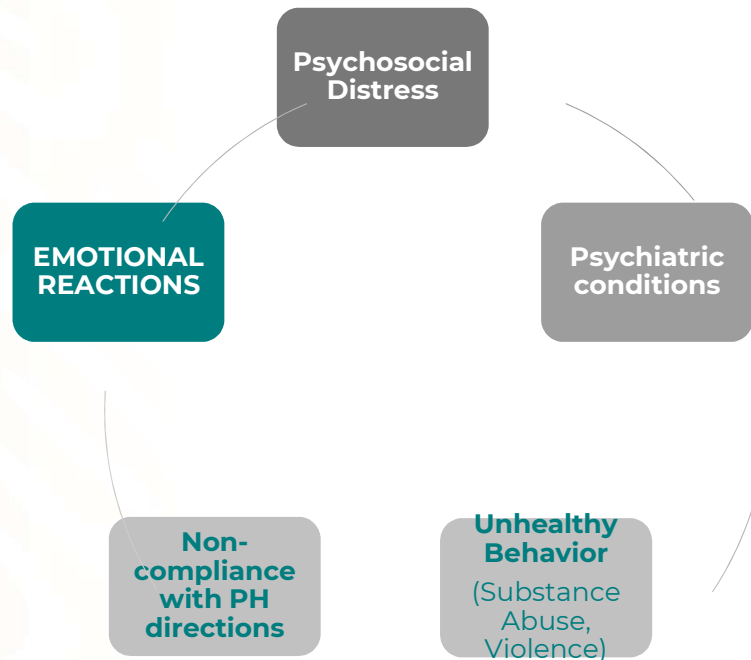
Betty Pfefferbaum, M.D., J.D., and Carol S. North, M.D., M.P.E.



# Major Stressors

## Risk for MH and Psychiatric illness associated with COVID-19

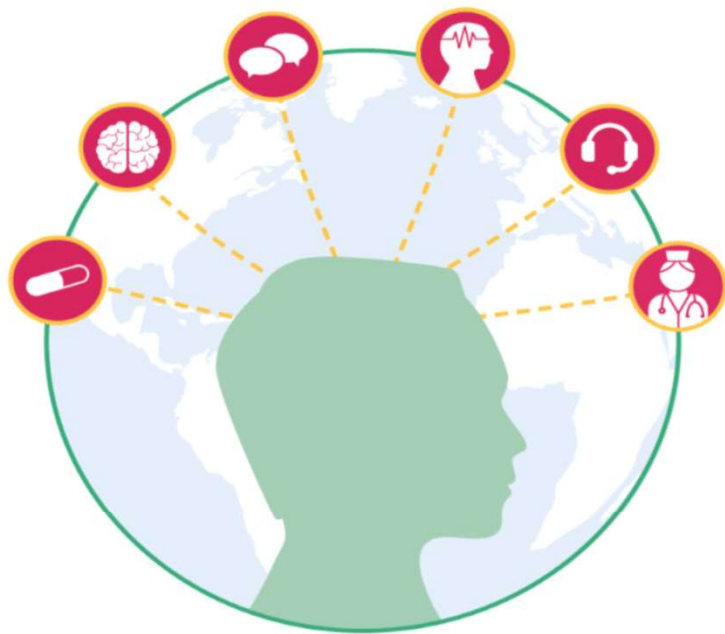
- Uncertain prognoses
- Severe shortages of resources for testing and treatment and protection for HC providers
- Imposition of unfamiliar PH measures
- Infringe on personal freedoms
- \$ Financial losses
- Conflicting messages from authorities



- Psychosocial needs and deliver support during COVID-19 assesment
- Monitoring should include queries about COVID-19 related stressors, secondary adversities and other effects on MH
- Increased need of MHS in Primary Care and Community Services
- Psychosocial and MHS delivered by Telemedicine

## The impact of COVID-19 on mental, neurological and substance use services:

results of a rapid assessment



 World Health Organization

## COVID-19 disrupting mental health services in most countries, WHO survey

n= 130 countries  
among 6 regions

In order to further understand **the impact of COVID-19 on service delivery for MNS disorders**, a specific survey was sent to designated mental health focal points in ministries of health of all Member States across six WHO regions. This rapid assessment of service delivery is the first attempt to measure the impact of the COVID-19 pandemic on MNS services at a global level. ....The results of the survey provide an overview of the impact of COVID-19 on MNS services and understanding of the reasons for disruptions. This information will inform planning and response to mitigate the effects by countries and regions.

# Mental Health & PP Services

## Global



COVID-19 disrupting mental health services in most countries, WHO survey

- Over **60%** reported **disruptions to MH services** for vulnerable people, including Ch&Ad (72%), older adults (70%), and women (61%).
- **67%** saw disruptions to **counseling and psychotherapy**; 65% to critical harm reduction services; and 45% to opioid treatment for opioid dependence.
- **35%** reported disruptions to **emergency MNS interventions**, including prolonged seizures; severe substance use withdrawal syndromes; and delirium.
- **30%** reported disruptions to **access for medications** for mental, neurological and substance use disorders.
- Around **three-quarters** reported at least partial disruptions to **school and workplace** mental health services (78% and 75% respectively).

# Mental Health & PP Services

## Global

Approaches to overcome disruptions



COVID-19 disrupting mental health services in most countries, WHO survey

Table 4. Approaches for overcoming disruptions in MNS-related intervention/services

Approaches	Percentage of countries (n=130)
Tele-medicine /tele-therapy deployment to replace in person consultations	70.0
Helplines established for mental health and psychosocial support	67.7
Specific measures for infection prevention and control in mental health services	65.4
Self-help or digital format of psychological interventions	53.8
Triaging to identify priorities	49.2
COVID-19 health care providers trained in basic psychosocial skills	44.6
Discharge or redirection of patients to alternate health care facilities	44.6
Task shifting / role delegation	37.7
Home or community outreach services	33.1
Novel supply chain / dispensing approaches for medicines for MNS disorders	32.3
Recruitment of additional counsellors	20.8

# **MENTAL HEALTH & PSYCHOSOCIAL NATIONAL RESPONSE AND RECOVERY PLAN MÉXICO**

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# MHPPS Response Plan - México

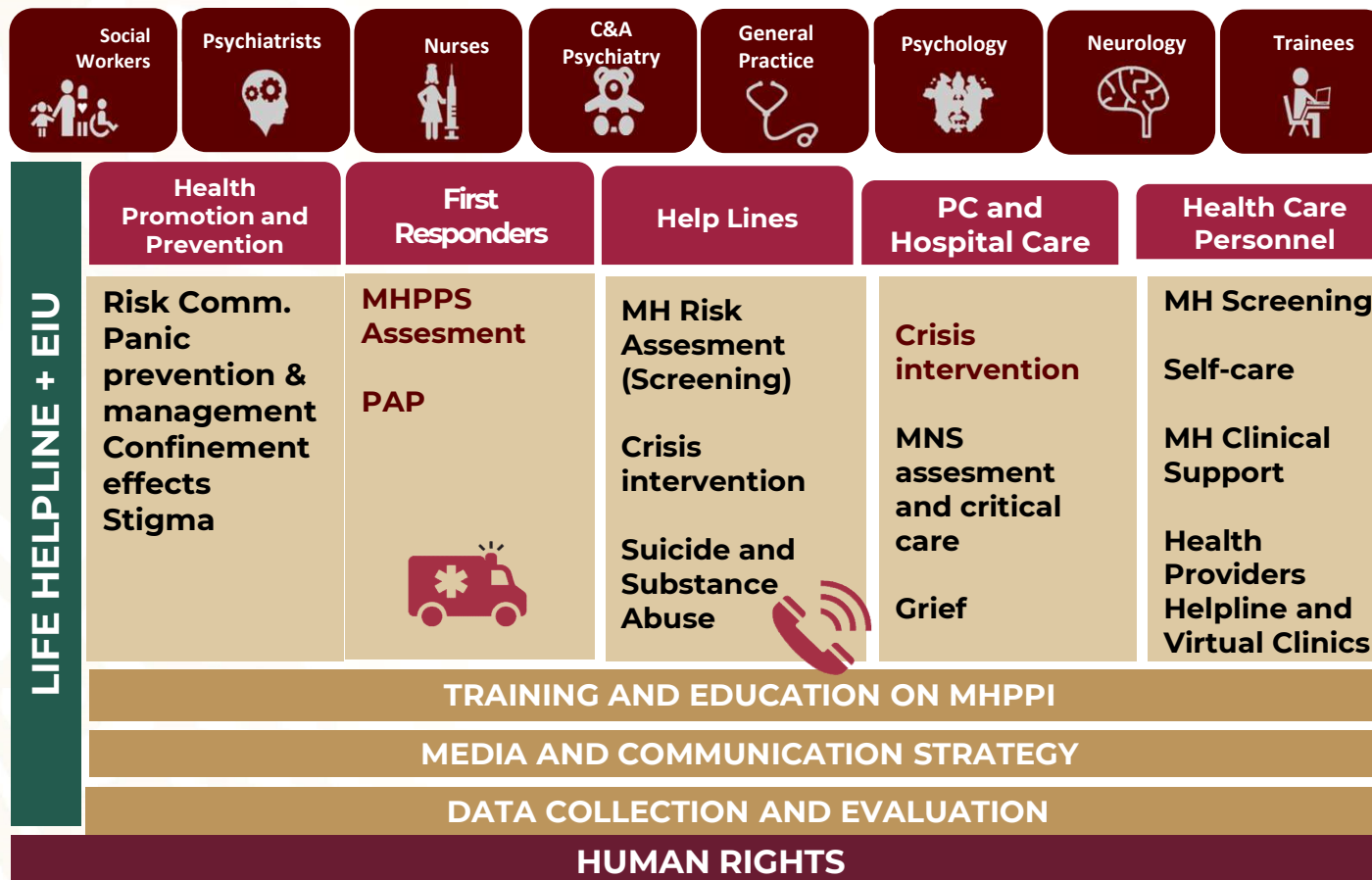


## Interinstitutional and Intersectoral Response





# MHPPS -RRP- México



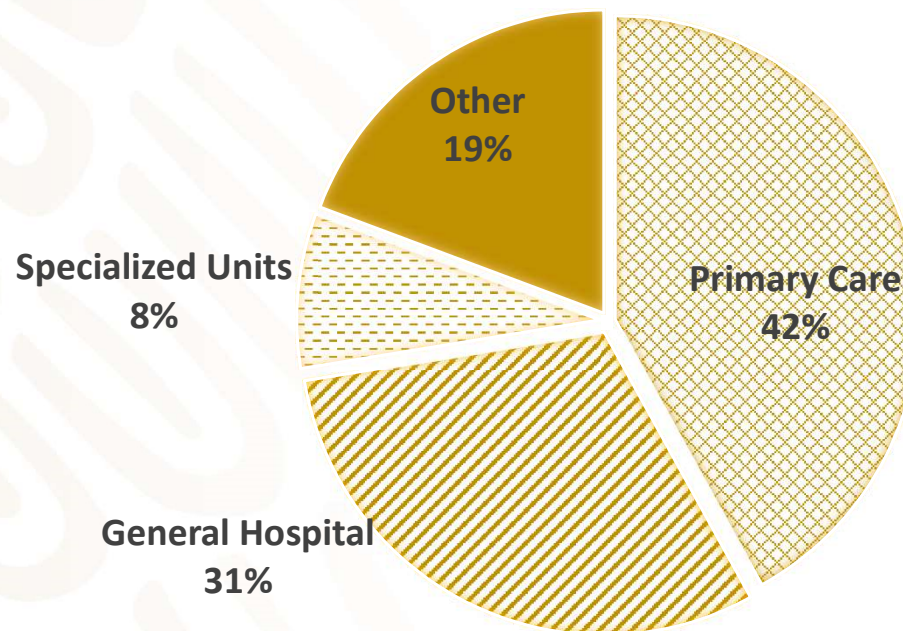
# MHPP Training for Health Workers

## Curso de Salud Mental durante la Pandemia COVID 19



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### LEVEL OF CARE DISTRIBUTION



# 01800 UIES National COVID-19 Help Line

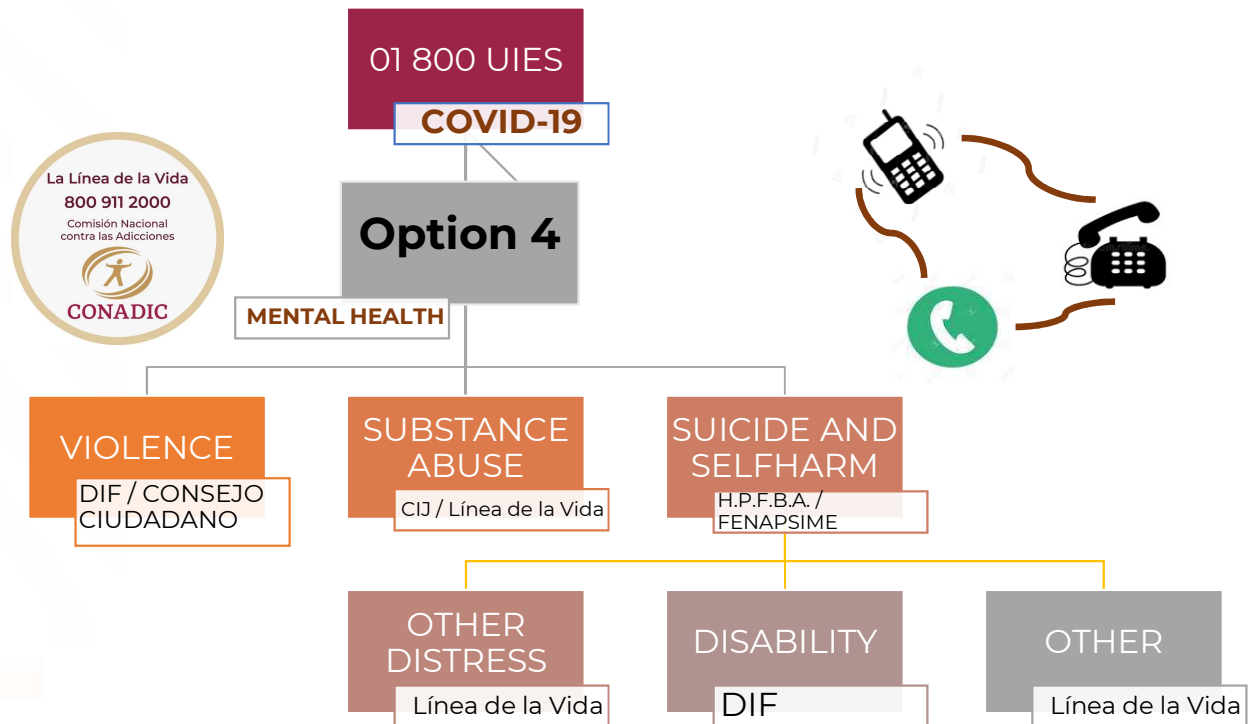


## NATIONAL HELP LINE The Lifeline (CONADIC)

**28,900  
CALLS**



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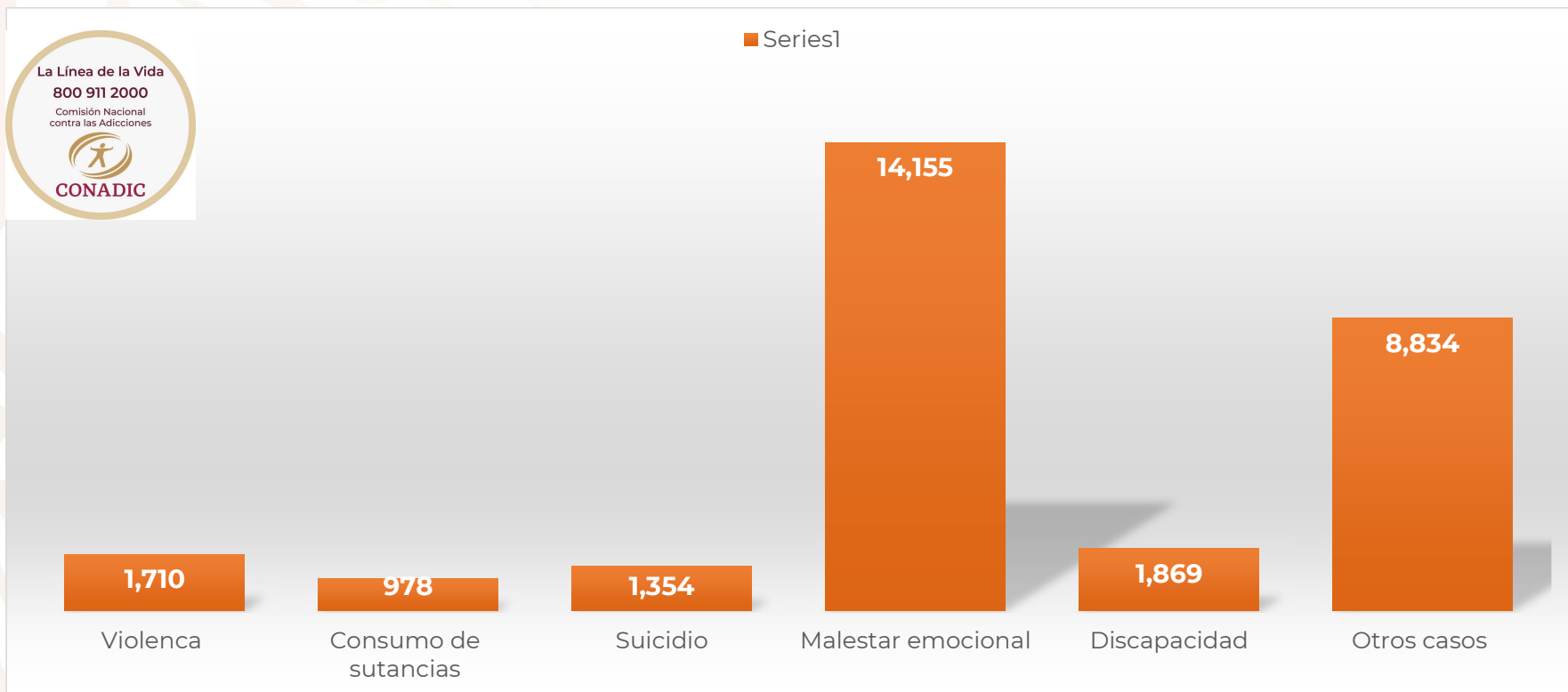


# NATIONAL HELP LINE The Lifeline (CONADIC)

## Calls from 01800 UIES



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SECRETARÍA DE SALUD



## Red de Servicios para Apoyo Emocional por COVID-19

	Forma de contacto		Horario	Población
<b>Línea de la Vida</b>	<b>Teléfono:</b> 800 911 2000 <b>Facebook:</b> /LaLineadelaVidamx/ <b>Twitter:</b> @LineaDe_LaVida		Lunes a domingo 24 horas	Público general, atención especializada sobre consumo de sustancias, por riesgo suicida, violencia.
<b>Unidad de Inteligencia Epidemiológica Sanitaria</b>	<b>Teléfono:</b> 800 0044 800 marcación 4		Lunes a domingo 24 horas	Público general, atención en violencia; riesgo suicida, violencia, discapacidad.
<b>Asociación Mexicana de Psiquiatría Infantil A.C.</b>	<b>Teléfono:</b> 55 1373 7954		No hay horario establecido	Hijas e hijos de personal de salud y de primeros respondientes
<b>Centro Integral de Salud Mental "San Jerónimo"</b>	<b>Teléfono:</b> 55 5377 2700		Lunes a viernes 8:00 - 16:00 h	Público general, atención especializada para niñas, niños, adolescentes y sus cuidadores; personas que viven con alguna discapacidad.
<b>Centros de Integración Juvenil</b>	<b>Teléfono:</b> 55 52 121212 <b>WhatsApp:</b> 55 4555 1212		Lunes a viernes 8:30 - 22:00 h	Público general, atención especializada por consumo de sustancias y por violencia.
	55 1856 2724 <b>Whatsapp:</b> 55 3069 0030 55 1856 5224		Lunes a domingo 8:30 - 22:00 h	
<b>Consejo Ciudadano para la Seguridad y Justicia de la Ciudad de México.</b>	<b>Teléfono:</b> 55 5533 5533		Lunes a domingo 24 horas	Público general, atención especializado para niñas, niños, adolescentes y personas mayores.
<b>Federación Nacional de Colegios, Sociedades y Asociaciones de Psicólogos de México, A.C.</b>	Región Noroeste Región Noreste Región Oeste Región Este Región Centro Nte. Región Centro Sur Región Suroeste Región Sureste	66 9165 8566 81 3107 7582 31 2210 9094 77 3151 8678 47 7750 8391 73 5106 3303 96 1103 5011 93 7118 9181	Lunes a viernes 9:00 - 22:00 horas 8:00 - 20:00 horas 9:00 - 14:00 horas 8:00 - 20:00 horas 8:00 - 20:00 horas 8:00 - 20:00 horas 8:00 - 20:00 horas 10:00 - 21:00 horas	Público general
<b>Hospital Psiquiátrico "Fray Bernardino Álvarez"</b>	<b>Teléfono:</b> 55 5487 4271 (pob general) 55 5487 4278 (personal de salud)		Lunes a domingo 24 horas	Personal de salud, Consejería psiquiátrica para personas adultas, atención especializada para familiares de personas fallecidas por COVID19
<b>Hospital Psiquiátrico Infantil "Juan N Navarro"</b>	<b>Teléfono:</b> 55 5655 0683 <b>Correo:</b> covid19saludmentalhpjnn@gmail.com		Lunes a domingo 24 horas	Público general, atención especializada para niñas, niños, adolescentes y sus cuidadores
<b>Instituto Nacional de Psiquiatría</b>	<b>Teléfono:</b> 800 9531705		Lunes a domingo 24 horas	Personal de salud y primeros respondientes

# TELEPSYCHIATRY AND TELEPSYCHOLOGY EXPERIENCES DURING COVID-19

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**PSYCHIATRIC HOSPITAL  
FRAY BERNARDINO  
ÁLVAREZ**  
Telepsychiatry and  
Telementory Services



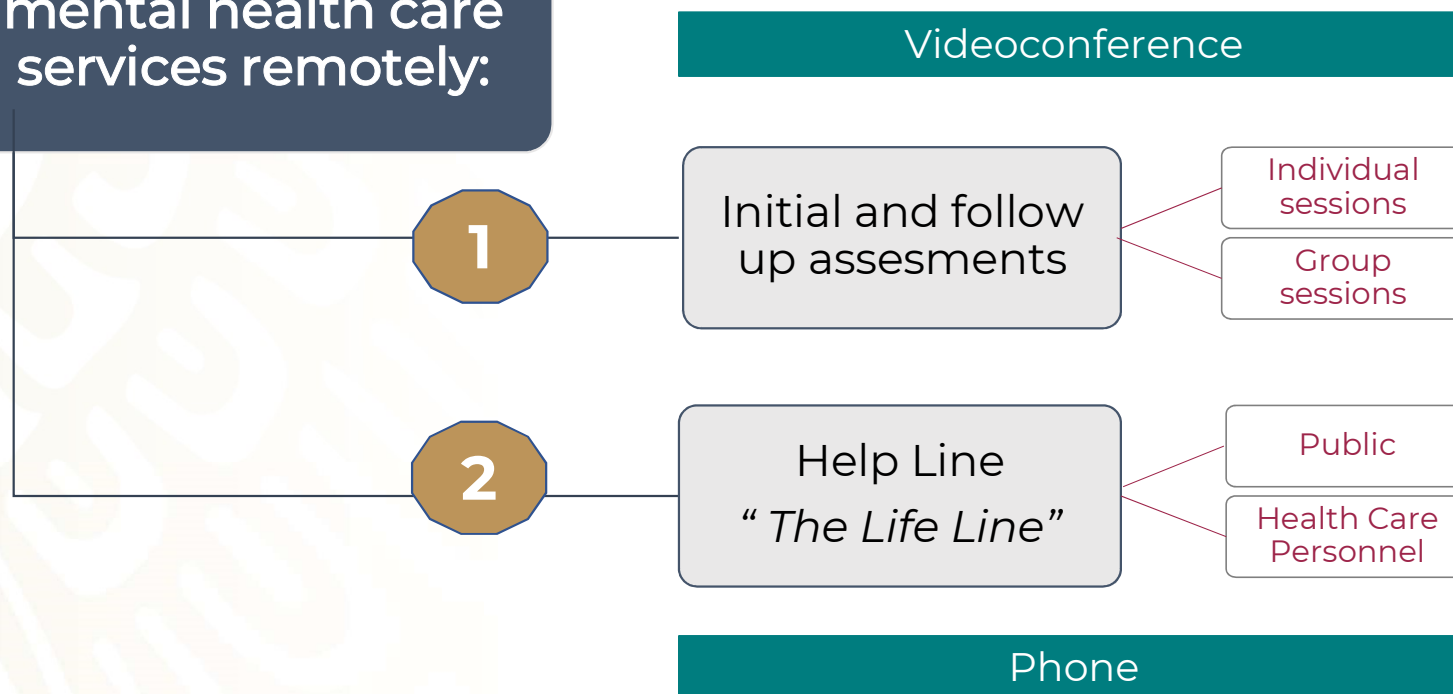


## **HPFBA:**

Dra. Osiris Pazarán  
Dra. Edith Guerrero  
Dr. José Ibarreche  
Dr. Francisco Muñoz and Team  
Dra. Leticia Delgado  
Dra. Alejandra Cordero  
Dr. Ricardo Aranda

# Telepsychiatry and Telepsychology - HPFBA

HPFBA offered  
mental health care  
services remotely:

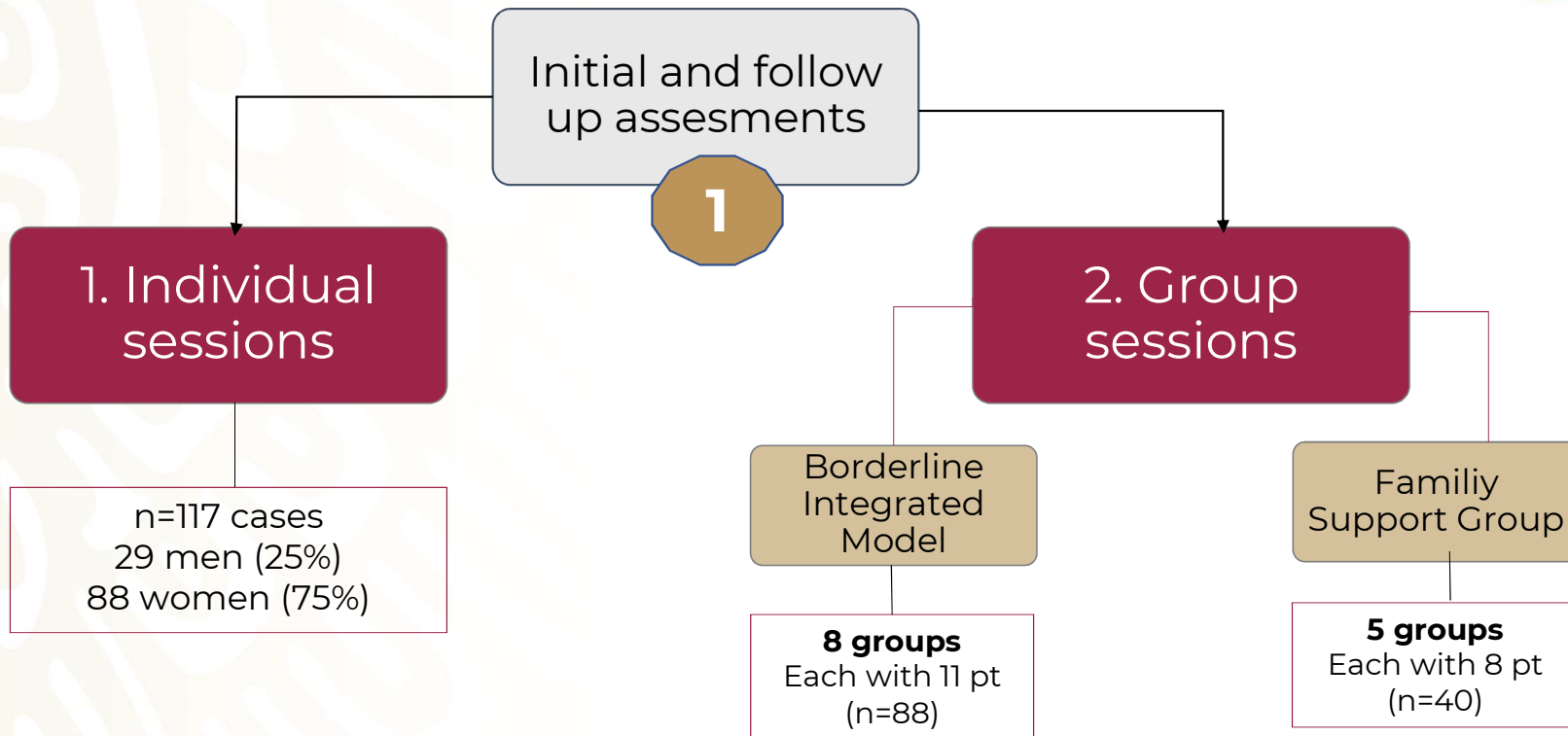




# Telepsychiatry and Telepsychology - HPFBA



April – October 2020



# Telepsychiatry and Telepsychology - HPFBA



Sept– October 2020

Help Line  
“The Life Line”

2



**Information** about medication  
**Information** MH&A services and care centers  
**Crisis Intervention**  
**Psychiatric Emergencies**  
Prevention,  
**Psychoeducation**, and Care  
Follow up



n=230 cases  
76 men (33%)  
154 women (67%)  
(Depression, Suicide Risk, BPD, Panic, Psychotic behavior)

# National Institute of Psychiatry Ramón de la Fuente Muñiz



INSTITUTO NACIONAL DE PSIQUIATRÍA  
RAMÓN DE LA FUENTE MUÑIZ



Calz México-Xochimilco 101,  
Colonia, Huipulco, Tlalpan,  
14370 Ciudad de México,  
CDMX.



# National Institute of Psychiatry Ramón de la Fuente Muñiz

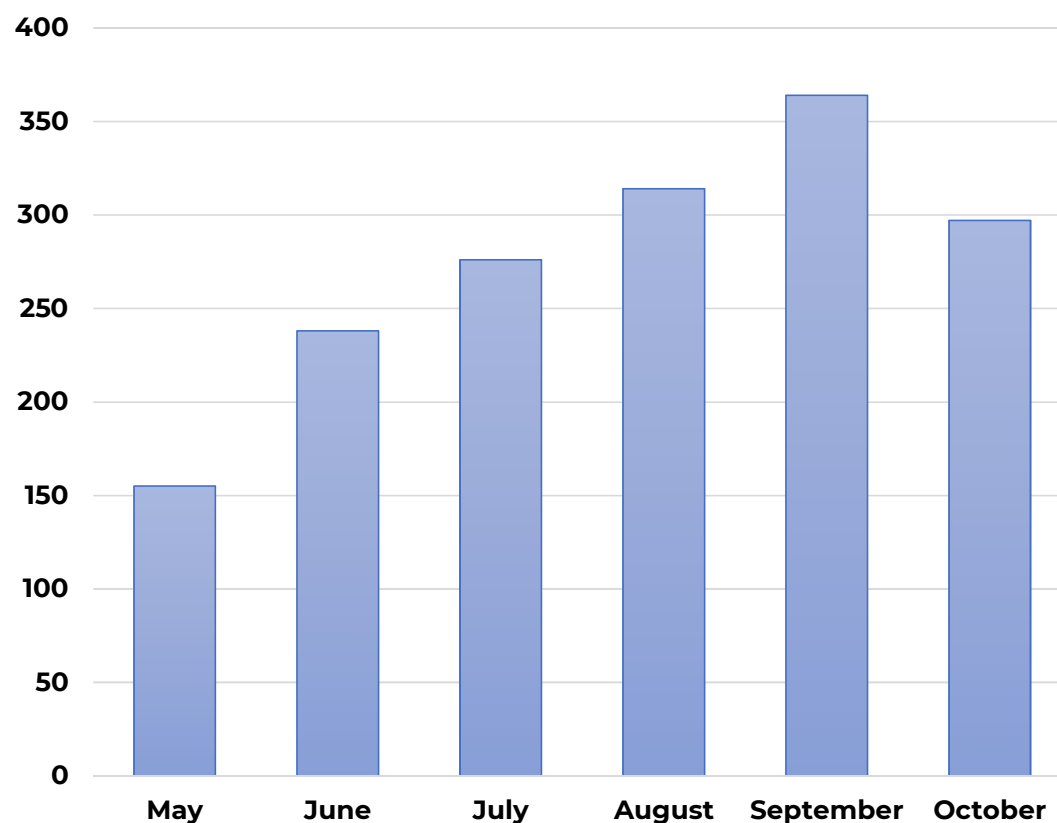


INSTITUTO NACIONAL DE PSIQUIATRÍA  
RAMÓN DE LA FUENTE MUÑIZ

- ❖ General Psychiatry
- ❖ 11 Specialized Psychiatry Clinics

- Psychiatrists
- Psychologists
- Nutritionist

Telepsychiatry starting in May  
5<sup>th</sup> 2020 for selected  
**outpatients.**



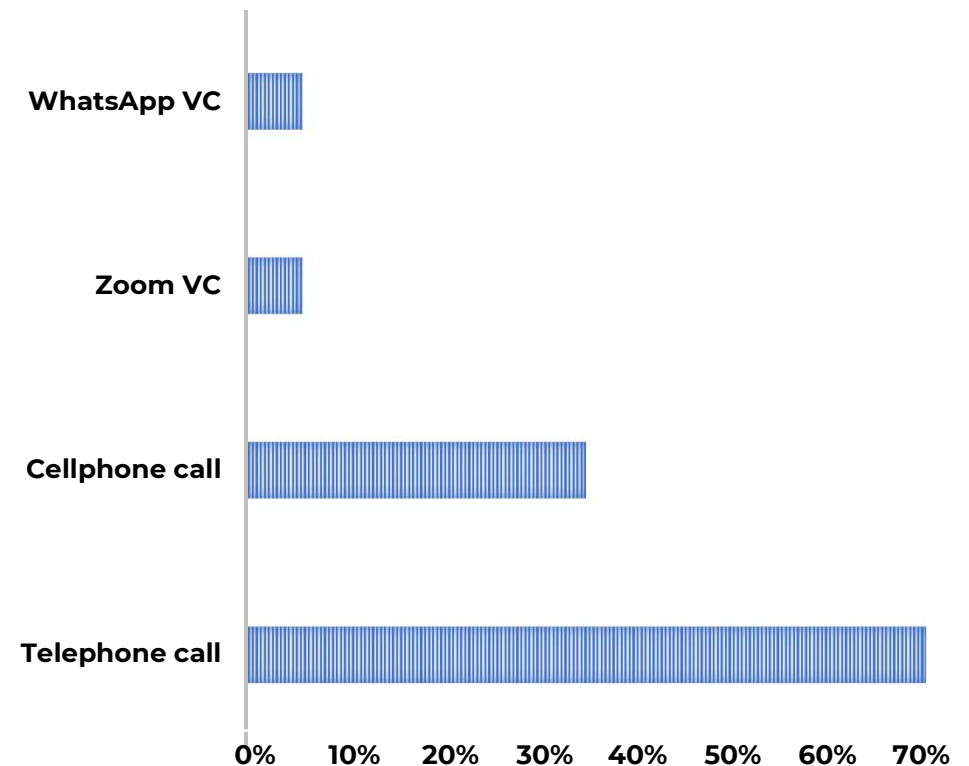
# National Institute of Psychiatry Ramón de la Fuente Muñiz



INSTITUTO NACIONAL DE PSIQUIATRÍA  
RAMÓN DE LA FUENTE MUÑIZ

## Outpatient Service

<b>General Psychiatry</b>	<b>160</b>
Schizophrenia Spectrum Disorders	177
Obsessive-Compulsive Spectrum Disorders	93
Gender and Sexuality	87
Personality Disorders	173
Adolescent Psychiatry	54
Substance Abuse Disorders	15
Eating Disorders	608
Mood Disorders	48
Psychogeriatry	59
Molecular Biology and Psychiatric Genetics	137
Sleep Disorders	33
<b>Total</b>	<b>1644</b>





# SALVADOR ZUBIRÁN NATIONAL INSTITUTE OF HEALTH SCIENCES AND NUTRITION

## TEAM:

3 Clinical Psychologists  
Postgraduate students  
(Behavioral Medicine)  
Undergraduate Students (Social  
Service)  
Volunteer assistants

# SALVADOR ZUBIRÁN NATIONAL INSTITUTE OF HEALTH SCIENCES AND NUTRITION



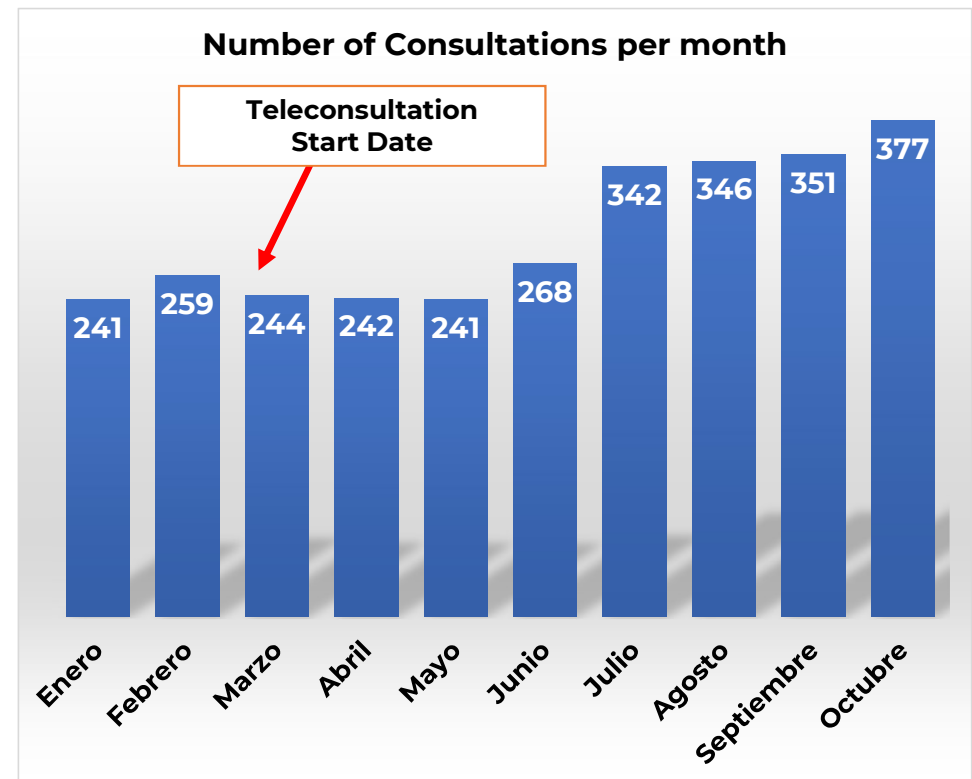
## Psychology Department

**INCMNSZ**  
**COVID-19 National Referral**  
**Center**

Initial goal: Keep follow ups and fist time attendees as usual

June - present: number of consultation ↑

*“Telemedicina eliminates distance and time barriers that lead to appointment no-show rates”*

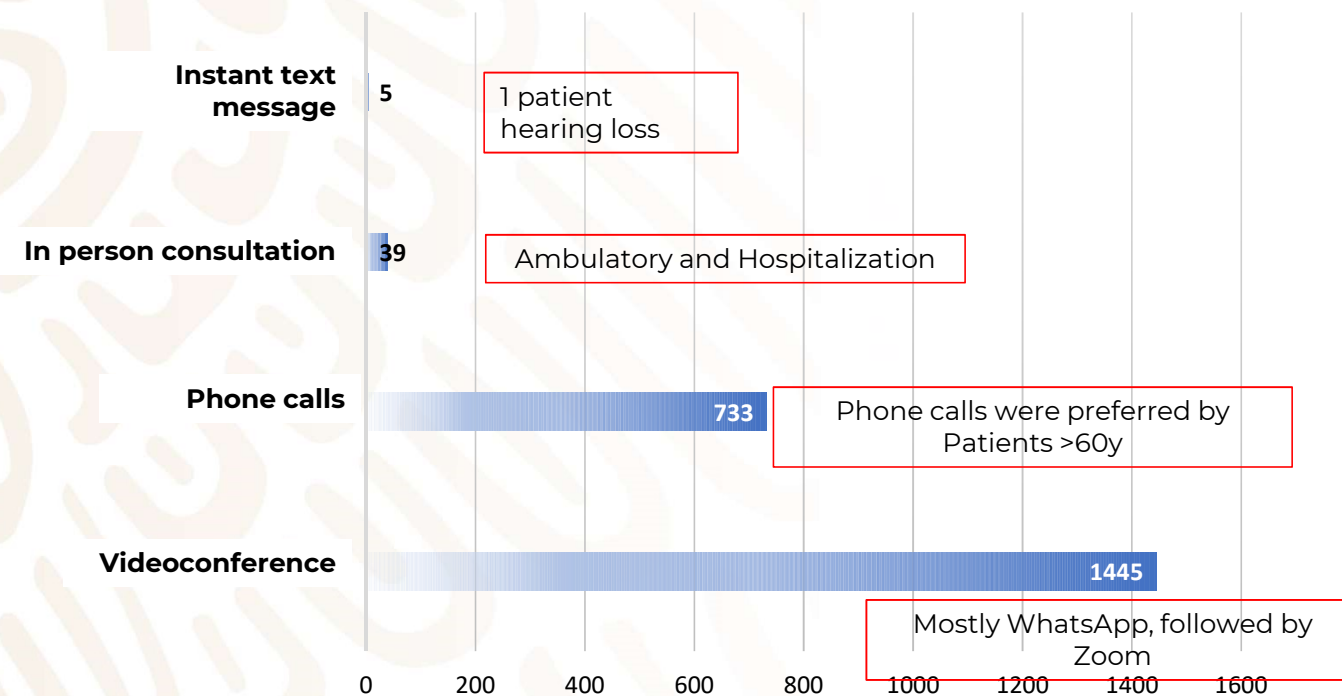


# SALVADOR ZUBIRÁN NATIONAL INSTITUTE OF HEALTH SCIENCES AND NUTRITION

## *Psychology Department*



### MODALITY OF CARE



#### ➤ Consultation type

- First time assessment
- Psychological care related to research protocols
- Solution-focused brief therapy (SFBT)

#### ➤ Reason for consultation

1. Anxiety Disorders
2. Grief related to COVID-19

# Future and Challenges

- ❑ **Telepsychiatry and Telepsychology was possible at last!!!**
- ❑ **Legal Regulation**
- ❑ **Standardized Practice in all Health Care facilities**
- ❑ **Data collection on MNS disorders or manifestations through better system networks**



# ACKNOWLEDGEMENTS

