



BENEFIT NEWS

WVCH Provider Resource: Oregon Psychiatric Access Line about Adults (OPAL-A)

November 15, 2018

OPAL-A provides free adult psychiatric phone consultation for primary care providers in Oregon.

The OPAL-A Program is an expansion of the Oregon Psychiatric Access Line about Kids (OPAL-K). Beginning October 2018, the Program will offer telephone consultation to primary care providers regardless of the age or the insurance status of the patient. The Oregon Psychiatric Access Line about Adults (OPAL-A) is funded by the state of Oregon and is available at no cost



to medical providers or patients. The ongoing vision of these programs is to expand the availability of high quality mental health treatment to all Oregonians through the support of their medical home via:

- timely psychiatric “curbside” consultation
- practitioner education
- primary care treatment algorithms
- promotion of linkages with private and public community mental health professionals

“It’s nice to know help for me, and my patients is just a phone call away. I feel more comfortable managing my patients mental health needs having this service available.”

- WVCH Provider

Welcome to OPAL-A

Phone

Toll-Free: 1-855-966-7255
Portland Metro: 503-346-1000

OPAL-A call center hours

9 a.m. – 5 p.m.
Monday through Friday, excluding major holidays

Email: opal@ohsu.edu

OPAL-A is not a walk-in clinic or in-person referral site

In This Issue

- About OPAL-A
- OPAL-A Contact Information
- How OPAL-A Can Help Page 2
- Register for OPAL-A



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How can OPAL-A Help?

- Provides same day phone consultation to primary care providers calling with mental health questions
- Provides evidence-based practice data to medical providers who need more information on psychiatric treatment
- Offers practical advice to medical providers as they deliver mental health care within the context of the medical home

OPAL-A is **NOT** a substitute for:

- Emergency room assessment of psychiatric emergencies
- Inpatient psychiatric care or referrals
- Community mental health clinic programs providing specialty care to special needs individuals



Resource Information provided solely by:

<https://www.ohsu.edu/xd/education/schools/school-of-medicine/departments/clinical-departments/psychiatry/divisions-and-clinics/child-and-adolescent-psychiatry/opal-k/index.cfm>

Register for OPAL-A:

If you are a medical practitioner who treats adults and would like to enroll with the Oregon Psychiatric Access Line about Adults (OPAL-A), [please register for OPAL-A](#) .If you have any questions regarding the registration process, please contact their office:

OPAL@ohsu.edu

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Portland Metro 503-346-1000