

**What’s Changing: PsychCHAT Service Concluding - March 31, 2026**

**PsychCHAT**, which provided telephone-based psychiatric consultation for primary care providers (PCPs), will be concluding on **March 31, 2026** following a review of utilization and system priorities. PCPs can continue to access Mental Health & Addictions (MH&A) services through **one-Link**, the **centralized referral pathway for the region**.

**What’s New: one-Link Expansion to Burlington**

MH&A services provided by Joseph Brant Hospital and Burlington Family Health Team are now accessible through one-Link, creating a **single coordinated referral pathway** for Halton and Burlington.

**NEW Mental Health and Addiction Referral Form**

The existing one-Link referral form will be replaced with the [Provincial Standardized Referral Form](#) for MH&A. **More information and referral forms are available at [www.one-link.ca](http://www.one-link.ca)**

**What to know about one-Link for all of Halton, including Burlington**

<p><b>What This Pathway Offers:</b></p> <ul style="list-style-type: none"> <li>• A single referral route for publicly funded MH&amp;A services</li> <li>• Coordinated triage through one-Link Service Coordinators</li> <li>• Screening &amp; service matching based on clinical need</li> <li>• Connection to community, hospital &amp; specialized mental health programs</li> <li>• Referral confirmation &amp; communication back to the referring provider</li> <li>• Referrals will be triaged &amp; directed to the most appropriate service -There is no wrong entry point</li> </ul>	<p><b>Why It Matters:</b></p> <ul style="list-style-type: none"> <li>• Simplifies referrals through a single coordinated access point</li> <li>• Reduces duplication of intake &amp; assessments across organizations</li> <li>• Improves equitable &amp; timely access to mental health services</li> <li>• Strengthens coordination between primary care, hospitals, and community partners</li> </ul>				
<p><b>Services Available Through one-Link</b></p> <ul style="list-style-type: none"> <li>• Short-term psychiatric consultation</li> <li>• Individual &amp; group psychotherapy</li> <li>• Early psychosis intervention</li> <li>• Addictions treatment and support</li> <li>• Case management &amp; community supports</li> <li>• Employment support</li> </ul>	<p><b>Eligibility Criteria:</b></p> <table border="1"> <thead> <tr> <th data-bbox="901 1291 1226 1333"><i>Inclusion Criteria</i></th> <th data-bbox="1226 1291 1567 1333"><i>Exclusion Criteria</i></th> </tr> </thead> <tbody> <tr> <td data-bbox="901 1333 1226 1522">Patients of all ages requiring MH&amp;A support</td> <td data-bbox="1226 1333 1567 1522">Individuals in crisis (should be directed to nearest Emergency Department or crisis line)</td> </tr> </tbody> </table>	<i>Inclusion Criteria</i>	<i>Exclusion Criteria</i>	Patients of all ages requiring MH&A support	Individuals in crisis (should be directed to nearest Emergency Department or crisis line)
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**Participating partners include ADAPT, CMHA Halton, Stride, Summit Housing & Outreach, Hope Place Centres, Support House, ROCK, Burlington Family Health Team, Joseph Brant Hospital, and Halton Healthcare.**

**Get Started Today:**

1. Primary Care Provider completes the **Mental Health & Addictions referral form**
2. Submit referral via **fax to 905-338-2878** or through the *Burlington Centralized Mental Health & Addictions Services\** listing **OceanMD eReferral**

\*Any Halton PCP can use this existing listing