



# The PQPTM process

## Requesting assistance

To understand your own situation and to determine whether the services of the PQPTM might be useful to you, your first step is to ask for help.

If you or a loved one is experiencing distress or signs and symptoms of a mental disorder, you can ask for help by:

- Going to the reception desk of your neighbourhood's local community service centre (CLSC)
- Calling Info-Social 811
- Going to your family medicine group (FMG) or consulting your doctor
- Consulting a community organization, such as a crisis centre
- Contacting the mental health worker you may already be seeing
- If you are a student, contacting a counsellor at your elementary or high school, university or vocational school
- Going to a hospital's emergency room, if the situation is serious and requires immediate intervention

## Analysis of the situation

During your first meeting with a professional, you will be asked about:

- What you are experiencing and how often this happens
- Lifestyle habits
- Family and social network
- How you spend your day (work, studying, etc.)
- State of health
- Living conditions

These questions will help the professional understand what may be troubling you, what you have experienced or what you are currently going through, in order to understand what is preventing you from functioning normally.

At the end of the analysis, the professional will refer you to the services offered by the PQPTM or, if applicable, to other services that meet your needs.

## Treatment and services

The PQPTM and its mental health services are based on a step-by-step model of care. This means that care is organized in such a way that individuals receive treatment that offers the greatest potential for improvement, while being the least intensive. By continuously monitoring the outcomes of treatment, the healthcare provider may decide to increase or decrease the intensity of treatment or to change the treatment. Depending on your needs, you may be offered various treatments that will be the most accessible and effective for you.

These treatments include:

- Self-care
- Support
- Psychological education
- Group intervention
- Family intervention
- Individual intervention using techniques from cognitive behavioural therapy
- Psychotherapy
- Rehabilitation
- Medication
- Inpatient treatment