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What to expect from a mental health consultation



What the fact sheet covers:

- What to expect from a mental health consultation
- Key points to remember
- Where to get more information

When you consult a mental health professional, you should expect confidentiality, empathy, understanding and being given sufficient time to express your thoughts and feelings. You should expect a thorough assessment of your mental health problem/s. The assessment could cover the following things:

- Is depression or bipolar disorder the main problem, or secondary to another underlying problem (such as anxiety or substance abuse)?
- What are the symptoms of the illness?
- What is the risk of self-harm or harm to others?
- How disabling is the illness?
- Whether there were any triggers to the illness and if there were, what their meaning was to you?
- The nature of family or friendship supports?
- Your childhood experiences including school and peer interactions, and the nature of the parenting you received?
- Whether there is any family history of depression or bipolar disorder?
- Your general level of satisfaction with work?
- The quality of your relationships – both intimate and with others?
- Your personality style and general coping skills?
- Your drug and alcohol history?
- Whether there are any relevant medical problems?
- Whether you have any allergies, including information about any medications you are taking?
- Whether there are any cognitive limitations affecting your concentration, memory or intellectual functioning?



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- Whether you have previously had any depressive or manic episodes and if so, how they were treated?
- Whether there might be any factors sustaining the depression or triggering the mania, such as marital problems, work problems or other stresses?
- Your own views about the reasons for having developed the illness (particularly in the case of depression) and any preferences you might have about its treatment?

You should be informed of:

After assessing you, and if the diagnosis is clear, the mental health professional should inform you of the following:

- Whether you have depression or bipolar disorder and if so, what type it is.
- Where relevant, you should also be told why the illness developed at this point in time.
- A management strategy should be recommended and if more than one mental health professional is involved in providing you with treatment, there should be clear lines of responsibility for those other professionals.

Key points to remember:

When you consult a mental health practitioner you should expect:

- Thoroughness in assessing your mental illness
- Sufficient time throughout the consultation for you to express your thoughts and feelings
- Scheduling fun activities you can do together.

- Opportunity to ask questions and raise concerns.
- Professional support if you request a referral for a second opinion.

Where to get more information

1800 011 511 Mental Health Line

is a NSW Government phone service operating 24 hours a day, seven days a week and will provide a telephone triage assessment and referral service staffed by mental health clinicians.

Your Health in Mind

Expert information about mental illness, treatments, psychiatrists and how to get help. Visit: www.yourhealthinmind.org/psychiatry-explained/your-first-appointment

Health Direct

Provides easy access to trusted, quality health information and advice online and over the phone. Visit: www.healthdirect.gov.au/talking-to-your-doctor-gp-about-mental-health

NSW Consumer Advisory Group (NSW CAG)

NSW CAG is the independent, state-wide peak organisation for people with a lived experience of mental illness (consumers) in New South Wales. They work with consumers to achieve and support systemic change. Visit: nswcag.org.au



For more information

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