



**GROUNDS FOR PROVIDING PSYCHOLOGICAL
 AND PSYCHIATRIC ASSISTANCE
 REFERRALS AND RE-REFERRALS FOR
 APPROPRIATE MEDICAL SERVICES**

CONTENTS

CONTENTS	2
BASIC CONCEPTS	3
LEGISLATION REGULATING THE PROVISION OF PSYCHOLOGICAL AND PSYCHIATRIC CARE.....	5
MEDICAL SERVICE PACKAGES OFFERING PSYCHOLOGICAL AND PSYCHIATRIC CARE.....	8
SERVICES WITHIN THE “PRIMARY MEDICAL CARE” PACKAGE.....	9
SERVICES WITHIN THE MEDICAL SERVICE PACKAGE “SUPPORT AND TREATMENT OF ADULTS AND CHILDREN WITH MENTAL DISORDERS THROUGH PRIMARY MEDICAL CARE”	10
SERVICES WITHIN THE MEDICAL PACKAGE “PSYCHIATRIC AID FOR ADULTS AND CHILDREN PROVIDED BY MOBILE MULTIDISCIPLINARY TEAMS”	11
SERVICES WITHIN THE MEDICAL SERVICE PACKAGE “PSYCHIATRIC AID FOR ADULTS AND CHILDREN IN INPATIENT SETTINGS”	12
SERVICES WITHIN THE MEDICAL SERVICE PACKAGE “TREATMENT OF PEOPLE WITH MENTAL AND BEHAVIORAL DISORDERS CAUSED BY OPIOID USE THROUGH SUBSTITUTION MAINTENANCE THERAPY”	13
PATHWAYS FOR REFERRAL AND RE-REFERRAL TO OBTAIN PSYCHOLOGICAL AND PSYCHIATRIC MEDICAL SERVICES.....	14

Compiled by: **Alla Sotska, Larysa Bayda, Lesia Perepechenko**

This publication was prepared by the All-Ukrainian Public Association “The National Assembly of Persons with Disabilities of Ukraine” within the project “Multisectoral Disability-Inclusive Humanitarian Assistance for IDPs, Returnees, Veterans, and Their Host Communities in Ukraine,” financially supported by the German Federal Foreign Office, the Christian Blind Mission, and the European Disability Forum.

The booklet was prepared using the materials published on the websites of the Cabinet of Ministers of Ukraine, the Ministry of Health of Ukraine, the National Health Service of Ukraine, particularly as part of the implementation of the National Mental Health Program “Are You OK?” initiated by the First Lady of Ukraine, Olena Zelenska. Additionally, materials from the World Health Organization website and the “Medical Field” portal were used.



BASIC CONCEPTS

Outpatient care is provided to a patient without hospitalization in a health care facility.

Legal representatives include parents (adoptive parents), guardians, or other persons authorized by law to represent the interests of persons suffering from mental disorders.¹

Paediatrician is a specialist whose professional field includes diagnosing a child's physical and mental development, providing recommendations for feeding and raising a child, and treating and preventing various diseases.²

Psychiatrist is a specialist with a complete higher education in medicine and a specialization in psychiatry.³

Psychologist is a specialist with a complete higher education in medicine and a specialization in medical psychology.⁴

Psychotherapist is a specialist with a complete higher education in medicine and a specialization in psychotherapy.⁵

General practitioner (therapist) is a specialist in the field of therapy; a doctor specializing in the detection, treatment, and prevention of internal diseases.⁶

Medical service providers include healthcare facilities of all forms of ownership and individual entrepreneurs who hold a license for medical practice and have concluded a contract for medical services with the Authorized Body.⁷

Referral is the act of directing a patient by the initiator of the referral to another provider for medical care that the initiator of the referral cannot or should not provide to the patient, including ordering laboratory and instrumental tests.⁸

Package of medical services is a list of medical services and medical means for the provision of such services within a certain type of medical care. For each package, unified specifications, procurement conditions, tariff type, and base rate are established. Payment for these services is made by the National Health Service of Ukraine (NHSU) according to the agreement.⁹

State Program of Medical Guarantees (Medical Guarantees Program) defines the list and scope of medical services, medical devices, and medical supplies that are fully covered by the state from the State Budget of Ukraine, according to the established tariffs. This includes services for the prevention, diagnosis, treatment, and rehabilitation related to diseases, injuries, poisoning, and pathological conditions, pregnancy and childbirth.¹⁰

¹ Law of Ukraine "On Psychiatric Assistance" <https://zakon.rada.gov.ua/laws/show/1489-14#Text>

² Doctor-pediatrician. <https://chn.dcz.gov.ua/publikaciya/likar-pediatr>

³ Order of the Ministry of Health of Ukraine No.199, dated April 15, 2008, "On the Approval of the Procedure for Applying Methods of Psychological and Psychotherapeutic Influence." <https://zakon.rada.gov.ua/laws/show/z0577-08/ed20080714/find?text=%CF%F1%E8%F5%EE%EB%EE%E3#Text>

⁴ Order of the Ministry of Health of Ukraine No.199, dated April 15, 2008, "On the Approval of the Procedure for Applying Methods of Psychological and Psychotherapeutic Influence." <https://zakon.rada.gov.ua/laws/show/z0577-08/ed20080714/find?text=%CF%F1%E8%F5%EE%EB%EE%E3#Text>

⁵ Order of the Ministry of Health of Ukraine No.199, dated April 15, 2008, "On the Approval of the Procedure for Applying Methods of Psychological and Psychotherapeutic Influence." <https://zakon.rada.gov.ua/laws/show/z0577-08/ed20080714/find?text=%CF%F1%E8%F5%EE%EB%EE%E3#Text>

⁶ Therapist. <https://uk.wikipedia.org/wiki/%D0%A2%D0%B5%D1%80%D0%B0%D0%BF%D0%B5%D0%B2%D1%82>

⁷ Law of Ukraine "On the State Financial Guarantees for Medical Services to the Population." <https://zakon.rada.gov.ua/laws/show/2168-19#Text>

⁸ Order of the Ministry of Health of Ukraine No.586, dated February 28, 2020, "On the Approval of the Procedure for Referral of Patients to Healthcare Facilities and Individual Entrepreneurs with the State License for Medical Services Delivery." <https://zakon.rada.gov.ua/laws/show/z0235-20#Text>

⁹ Resolution by the Cabinet of Ministers of Ukraine No.1394, dated 22 December 2023, "Some Issues of Implementing the Program of State Guarantees of Medical Care for Population in 2024" <https://zakon.rada.gov.ua/laws/show/1394-2023-%D0%BF#Text>

¹⁰ Law of Ukraine "On the State Financial Guarantees of Medical Services for Population" <https://zakon.rada.gov.ua/laws/show/2168-19#Text>



Psychiatric care comprises a set of specialized measures aimed at examining the mental health of individuals, preventing and diagnosing mental disorders, providing treatment, supervision, care, and medical and psychological rehabilitation for persons suffering from mental disorders, including those resulting from the use of psychoactive substances.¹¹

Mental health is a state of well-being when individuals can realize their potential, cope with life stresses, work productively, and contribute to their communities.¹²

Mental disorder is a mental health condition characterized by a clinically significant impairment of cognition, emotional regulation, or behaviour.¹³

Psychological assistance involves activities aimed at providing professional help to individuals at risk of developing mental and behavioural disorders. This includes aiding individuals in psychosocial adaptation to changed life situations, understanding their experiences, expanding self-awareness and opportunities for self-realization, and resolving psychological problems caused by difficult life circumstances, crises, emergencies, disasters, or military operations.¹⁴

Family doctor is a physician who has received specialized multidisciplinary training to provide primary health care to family members of any age and gender.¹⁵

Inpatient care refers to the type of care that a patient receives in the inpatient settings of a healthcare facility.

¹¹ Law of Ukraine "On Psychiatric Help" <https://zakon.rada.gov.ua/laws/show/1489-14#Text>

¹² Resolution by the Cabinet of Ministers of Ukraine No. 1018-p, dated December 27, 2017, "On the Approval of the Concept for the Development of Mental Health Care in Ukraine until 2030" <https://zakon.rada.gov.ua/laws/show/1018-2017-%D1%80#Text>

¹³ Mental disorders. <https://www.who.int/news-room/fact-sheets/detail/mental-disorders>

¹⁴ Resolution by the Cabinet of Ministers of Ukraine No.1338, dated November 29, 2022, "On Some Issues of Providing Free Psychological Assistance to Persons Being or Already Discharged from Military Service, including War Veterans, Persons with Special Merit to the Motherland, Family Members of Such Persons, Affected Participants of the Revolution of Dignity and Family Members of the Fallen (Deceased) War Veterans and Family Members of the Fallen (Deceased) Male and Female Defenders of Ukraine, in accordance with the Law of Ukraine "On the Status of War Veterans and Guarantees of Their Social Protection." <https://zakon.rada.gov.ua/laws/show/1338-2022-%D0%BF#Text>

¹⁵ Family Doctor. <https://uk.wikipedia.org/wiki/%D0%A1%D1%96%D0%BC%D0%B5%D0%B9%D0%BD%D0%B8%D0%B9%D0%BB%D1%96%D0%BA%D0%B0%D1%80>



LEGISLATION REGULATING THE PROVISION OF PSYCHOLOGICAL AND PSYCHIATRIC CARE

The specifics and procedures for the provision of psychological and psychiatric care are determined by certain legislative acts.

The Law of Ukraine “The Fundamentals of the Legislation of Ukraine on Health Care”¹⁶ guarantees the right of persons with mental health disorders to free medical care. It imposes on health care facilities and licensed individual entrepreneurs, in general, and on doctors, in particular, the obligation to implement special measures for the prevention and treatment of mental illness. It also establishes a requirement to comply with the principles of barrier-free and inclusive care when providing medical and/or rehabilitation assistance.

The Law of Ukraine “On the Public Health System”¹⁷ establishes the right to mental health and stipulates the powers of the Ministry of Health of Ukraine regarding the approval of the procedures, standards, and quality criteria for the delivery of mental health services, including the provision of psychological and psychiatric assistance.

The Law of Ukraine “On Psychiatric Assistance”¹⁸ defines the legal and organizational framework for the provision of psychiatric care, including the rights of individuals receiving psychiatric care, the rights and obligations of psychiatrists and other employees involved in delivering psychiatric care, and the grounds and procedures for providing various types of such care (such as psychiatric examination, outpatient psychiatric care, and hospitalization in a psychiatric care facility, including involuntary hospitalization). In addition, this law establishes guarantees for:

- ✓ accessibility of psychiatric care provision;
- ✓ free medical aid for individuals suffering from mental disorders in state and municipal healthcare facilities;
- ✓ provision of free diagnostic, counselling, treatment, and rehabilitation assistance in state and municipal mental healthcare facilities, both outpatient and inpatient;
- ✓ provision of medicines and medical products free of charge or at a reduced rate to such individuals;
- ✓ conducting all types of examinations of a person’s mental state;
- ✓ non-disclosure of information about the presence of a mental disorder and the facts of seeking psychiatric help and treatment in a mental health care facility, as well as other information about a person’s mental health;
- ✓ other services.

The Law of Ukraine “On Rehabilitation of Persons with Disabilities in Ukraine”¹⁹ regulates the provision of psychological rehabilitation for this category of population.

The Law of Ukraine “On Rehabilitation in the Healthcare Sector”²⁰ defines the specifics and tasks of providing psychological assistance for rehabilitation in the form of psychotherapy, psychological counselling, or first psychological aid. It also establishes the requirements for the accessibility of such assistance and its compliance with international standards.

¹⁶ The Law of Ukraine “The Fundamentals of the Legislation of Ukraine on Health Care” <https://zakon.rada.gov.ua/laws/show/2801-12#Text>

¹⁷ The Law of Ukraine “On the Public Health System” <https://zakon.rada.gov.ua/laws/show/2573-20#Text>

¹⁸ The Law of Ukraine “On Psychiatric Assistance” <https://zakon.rada.gov.ua/laws/show/1489-14#Text>

¹⁹ The Law of Ukraine “On Rehabilitation of Persons with Disabilities in Ukraine” <https://zakon.rada.gov.ua/laws/show/2961-15#Text>

²⁰ The Law of Ukraine “On Rehabilitation in the Healthcare Sector” <https://zakon.rada.gov.ua/laws/show/1053-20#Text>



The Code of Civil Protection of Ukraine²¹ stipulates the right of citizens to medical and psychological rehabilitation in the event of physical and psychological injuries, including during the implementation of tasks to prevent and eliminate the consequences of an emergency. It also guarantees the right of victims of emergencies and persons involved in emergency response work to psychological rehabilitation and free psychological assistance. Additionally, according to this Code, persons affected by an emergency shall be provided with psychological assistance.

The Concept for the Development of Mental Health Care in Ukraine until 2030²² establishes the need for: (1) improving the legislation for mental health care and aligning the qualification characteristics of professions in the mental health care sector with international standards, particularly regarding psychotherapists, psychologists, etc.; (2) enhancing the efficiency of administration, interagency coordination, and intersectoral cooperation in the field of mental health protection; (3) introducing modern diagnostic methods and systems, adapting and implementing clinical guidelines and protocols for all major mental disorders, and creating standards for the provision of psychological assistance; (4) developing a system of psychological assistance in territorial communities; (5) developing and implementing a universal algorithm for referring individuals who need psychological or psychiatric assistance; and (6) creating a unified electronic system of information support and administration of services in the mental health protection sector.

Resolution of the Cabinet of Ministers of Ukraine No.1394, dated 22 December 2023, “Some Issues of Implementing the Program of State Guarantees of Medical Care for Population in 2024,”²³ approved the Procedure for implementing the Program of State Guarantees of Medical Care for the Population in 2024. This procedure defines the specifics of implementing this program, including the provision of psychological and psychiatric aid.

Resolution of the Cabinet of Ministers of Ukraine No.1338, dated November 29, 2022, details the Procedure and Terms for Providing Free Psychological Assistance to Persons being or already Discharged from Military Service, including War Veterans, Persons with Special Merit to the Motherland, Family Members of Such Persons, Affected Participants of the Revolution of Dignity and Family Members of the Fallen (Deceased) War Veterans and Family Members of the Fallen (Deceased) Male and Female Defenders of Ukraine, in accordance with the Law of Ukraine “On the Status of War Veterans and Guarantees of Their Social Protection.”²⁴

Order of the Ministry of Health of Ukraine No. 586, dated February 28, 2020, regulates the Procedure for Referral of Patients to Healthcare Facilities and State-Licensed Individual Entrepreneurs Providing Medical Care of the Relevant Type in accordance with the Procedure Established by Law.²⁵

²¹ The Code of Civil Protection of Ukraine <https://zakon.rada.gov.ua/laws/show/5403-17#Text>

²² Resolution by the Cabinet of Ministers of Ukraine No. 1018-p, dated 27 December 2017, “On the Approval of the Concept for the Development of Mental Health Care in Ukraine until 2030” <https://zakon.rada.gov.ua/laws/show/1018-2017-%D1%80#Text>

²³ Resolution by the Cabinet of Ministers of Ukraine No.1394, dated 22 December 2023, “Some Issues of Implementing the Program of State Guarantees of Medical Care for Population in 2024” <https://zakon.rada.gov.ua/laws/show/1394-2023-%D0%BF#Text>

²⁴ Resolution by the Cabinet of Ministers of Ukraine No.1338, dated November 29, 2022, “On Some Issues of Providing Free Psychological Assistance to Persons being or already Discharged from Military Service, including War Veterans, Persons with Special Merit to the Motherland, Family Members of Such Persons, Affected Participants of the Revolution of Dignity and Family Members of the Fallen (Deceased) War Veterans and Family Members of the Fallen (Deceased) Male and Female Defenders of Ukraine, in accordance with the Law of Ukraine “On the Status of War Veterans and Guarantees of Their Social Protection.” <https://zakon.rada.gov.ua/laws/show/1338-2022-%D0%BF#Text>

²⁵ Order of the Ministry of Health of Ukraine No.586, dated February 28, 2020, “On the Approval of the Procedure for Referral of Patients to Healthcare Facilities and State-Licensed Individual Entrepreneurs Providing Medical Care of the Relevant Type According to the Procedure Established by Law” <https://zakon.rada.gov.ua/laws/show/z0235-20#Text>.



In addition, a number of legislative acts^{26,27,28,29,30} guarantee: (1) the right to free psychological aid to the following groups: specified categories of children (particularly children with disabilities, homeless children, and victims of sexual violence); certain categories of military personnel and their family members; and persons who have been deprived of personal liberty, as proven by evidence, as a result of armed aggression against Ukraine, after their release; and (2) the right to psychological rehabilitation Chornobyl disaster victims; children affected by military operations and armed conflicts; and other specified groups.

The above-listed acts are the primary regulations governing the provision of psychological and psychiatric assistance, but the list is not limited to these documents.

²⁶ Law of Ukraine "On the Social and Legal Protection of the Military and Their Family Members" <https://zakon.rada.gov.ua/laws/show/2011-12#Text>

²⁷ Law of Ukraine "On the Status and Social Protection of Citizens Affected by the Chornobyl Disaster" <https://zakon.rada.gov.ua/laws/show/796-12#Text>

²⁸ Law of Ukraine "On the Social and Legal Protection of Persons Who have been Deprived of Personal Freedom, as Proven by Evidence, as a result of Armed Aggression against Ukraine" <https://zakon.rada.gov.ua/laws/show/2010-20#Text>

²⁹ Law of Ukraine "On the Protection of Childhood" <https://zakon.rada.gov.ua/laws/show/2402-14#Text>

³⁰ Resolution by the Cabinet of Ministers of Ukraine No.1338, dated November 29, 2022, "On Some Issues of Providing Free Psychological Assistance to Persons being or already Discharged from Military Service, including War Veterans, Persons with Special Merit to the Motherland, Family Members of Such Persons, Affected Participants of the Revolution of Dignity and Family Members of the Fallen (Deceased) War Veterans and Family Members of the Fallen (Deceased) Male and Female Defenders of Ukraine, in accordance with the Law of Ukraine "On the Status of War Veterans and Guarantees of Their Social Protection." <https://zakon.rada.gov.ua/laws/show/1338-2022-%D0%BF#Text>



MEDICAL SERVICE PACKAGES OFFERING PSYCHOLOGICAL AND PSYCHIATRIC CARE

Psychological and psychiatric care is free of charge and provided under the **Medical Guarantees Program** within the following medical service packages:³¹

1. Primary Medical Care³²
2. Support and Treatment of Adults and Children with Mental Disorders through Primary Medical Care³³
3. Psychiatric Aid for Adults and Children Provided by Mobile Multidisciplinary Teams³⁴
4. Psychiatric Aid for Adults and Children in Inpatient Settings³⁵
5. Treatment of People with Mental and Behavioural Disorders Caused by Opioid Use through Substitution Maintenance Therapy³⁶

In addition, free psychological assistance should be provided when receiving medical services in relation with:

- ✓ primary medical care and outpatient treatment;
- ✓ pregnancy management and medical care during childbirth;
- ✓ rehabilitation assistance;
- ✓ acute myocardial infarction, acute cerebral stroke, tuberculosis, and HIV;
- ✓ chemotherapeutic and radiological treatment of oncological diseases;
- ✓ mobile and inpatient palliative care;
- ✓ treatment of haematological and oncohaematological diseases;
- ✓ organ transplantation and hematopoietic stem cell transplantation;
- ✓ and others.

³¹ Resolution by the Cabinet of Ministers of Ukraine No.1394, dated December 22, 2023, "Some Issues of Implementing the Program of State Guarantees of Medical Care for the Population in 2024." <https://zakon.rada.gov.ua/laws/show/1394-2023-%D0%BF#Text>

³² Specification of the Medical Service Package "Primary Medical Aid" <https://contracting.nszu.gov.ua/storage/editor/files/pervinna-medichna-dopomoga1699954216.docx>

³³ Specification of the Medical Service Package "Support and Treatment of Adults and Children with Mental Disorders through Primary Medical Care" <https://nszu.gov.ua/storage/editor/files/suprovod-i-likuvannya-doroslikh-ta-ditey-z-psikhichnimi-rozladami-na-pervinnomu-rivni-medichnoi-dopomogi.docx>

³⁴ Specification of the Medical Service Package "Psychiatric Aid for Adults and Children Provided by Mobile Multidisciplinary Teams" <https://contracting.nszu.gov.ua/storage/editor/files/psikhiatrichna-dopomoga-doroslim-ta-dityam-yaka-nadaetsya-mobilnimi-multidistsiplinarnimi-komandami1700649539.docx>

³⁵ Specification of the Medical Service Package "Psychiatric Aid for Adults and Children in Inpatient Settings" <https://contracting.nszu.gov.ua/storage/editor/files/psikhiatrichna-dopomoga-doroslim-ta-dityam-u-statsionarnikh-umovakh1700128263.docx>

³⁶ Specification of the Medical Service Package "Treatment of People with Mental and Behavioral Disorders Caused by Opioid Use through Substitution Maintenance Therapy" <https://contracting.nszu.gov.ua/storage/editor/files/likuvannya-osib-iz-psikhichnimi-ta-povedinkovimi-rozladami-vnaslidok-vzhivannya-opioidiv-iz-vikoristannyam-preparativ-zamisnoi-pidtrimovalnoi-terapii1700485580.docx>



SERVICES WITHIN THE “PRIMARY MEDICAL CARE” PACKAGE^{37,38}



To receive basic psychological care as part of primary health care, you need:

- ✓ either a declaration concluded with a family doctor;
- ✓ or self-referral in case of an emergency (regardless of the presence of a declaration concluded with a family doctor).

The relevant medical services are provided:

- ✓ in outpatient settings;
- ✓ and/or at the place of residence (stay);
- ✓ and/or by means of telecommunications.

Basic psychological care within primary health care is provided by a general practitioner, i.e. a family doctor, general practitioner, and paediatrician.

This medical package provides for 23 types of medical services, including:

1. Dynamic health monitoring.
2. Conducting diagnostic examinations, treatment measures, and dynamic monitoring of a patient with chronic diseases.
3. Laboratory and instrumental diagnostics.
4. Screening for mental and behavioural disorders. Interaction and referral, if necessary and with the patient's consent, to a psychiatrist and/or paediatric psychiatrist for treatment.
5. Providing counselling services to population, including mental health support.
6. Issuance of electronic referrals for clinical, laboratory and instrumental tests, medical consultations and other services at the level of specialized medical care.
7. Provision of emergency medical care to a patient in the event of a mental health disorder, if such a disorder occurred during the appointment.

³⁷ Specification of the Medical Service Package “Primary Medical Care” <https://contracting.nszu.gov.ua/storage/editor/files/pervinna-medichna-dopomoga1699954216.docx>

³⁸ Order of the Ministry of Health of Ukraine No.504 of March 19, 2018, “On Approval of the Procedure for the Provision of Primary Medical Care” <https://zakon.rada.gov.ua/laws/show/z0348-18#Text>



SERVICES WITHIN THE MEDICAL SERVICE PACKAGE "SUPPORT AND TREATMENT OF ADULTS AND CHILDREN WITH MENTAL DISORDERS THROUGH PRIMARY MEDICAL CARE"³⁹

To receive basic psychological care at the primary level of medical care, you need:

- ✓ self-referral;
- ✓ or a referral from the attending physician for persons diagnosed with F00-F99 "Mental disorders."



Medical services within primary health care are provided:

- ✓ in outpatient settings;
- ✓ and/or at the place of residence (stay) of the patient.

These services are provided by a general practitioner, i.e., a family physician, a general practitioner, a general practitioner, or a paediatrician. This medical package includes 17 types of medical services, in particular:

1. Conducting a clinical assessment of the patient's condition with a positive result of screening for mental disorders at the primary level and providing medical care to assess the patient's physical health and mental status with the patient's consent.
2. Referrals for laboratory and instrumental studies.
3. Referring a patient, with their consent, to a psychiatrist for examination, diagnosis, and treatment recommendations.
4. Designing a management and treatment plan for a patient.
5. Providing the patient with first psychological aid.
6. Providing ongoing support for the patient.
7. In the absence of positive dynamics in the patient's condition, referring them to a psychiatrist and/or psychologist and/or psychotherapist or other specialist and interacting with them.
8. Referring a patient, as per medical indications, to other healthcare facilities for specialized medical care and other medical services.
9. Psychological support for family members and/or legal representatives and/or caregivers, as well as training in self-help techniques.

Important! Family medicine specialists can provide medical services within the package of the program of medical guarantees "Support and Treatment of Adults and Children with Mental Disorders at the Primary Level of Medical Care" by completing a free online course "Management of Common Mental Disorders at the Primary Level of Healthcare Using the mhGAP Guidelines."^{40,41}

³⁹ Specification of the Medical Service Package "Support and Treatment of Adults and Children with Mental Disorders through Primary Medical Care." <https://nszu.gov.ua/storage/editor/files/suprovod-i-likuvannya-doroslikh-ta-ditey-z-psikhichnimi-rozladami-na-pervinnomu-rivni-medichnoi-dopomogi.docx>

⁴⁰ <https://academy.nszu.gov.ua/course/view.php?id=183>

⁴¹ mhGAP (Mental Health Gap Action Program) is a WHO's global flagship program aimed at increasing access to mental health services by involving non-specialized mental health professionals (e.g, family physicians) to provide care for people with mental health problems. The mhGAP/a and its version for humanitarian emergencies provide general practitioners with protocols for diagnosing and managing common mental health disorders such as depression, acute stress response, post-traumatic stress disorder, suicidal behavior, substance use disorders, and other conditions. <https://moz.gov.ua/article/news/onlajn-kurs-dlja-pervinki-z-vedennja-poshirenih-psihichnih-rozladiv-z-vikoristannjam-kerivnictva-mhgap>



SERVICES WITHIN THE MEDICAL PACKAGE "PSYCHIATRIC AID FOR ADULTS AND CHILDREN PROVIDED BY MOBILE MULTIDISCIPLINARY TEAMS"^{42,43}

To receive psychiatric care provided by mobile multidisciplinary teams, you need:

- ✓ a referral from a psychiatrist or family doctor;
- ✓ a relevant established diagnosis.



Medical services within the framework of psychiatric care from mobile multidisciplinary teams are provided:

- ✓ at the patient's place of residence;
- ✓ and/or in the healthcare facility where the team is established.

Relevant services are provided directly by a mobile multidisciplinary team consisting of a psychiatrist and/or psychiatrist/paediatrician; psychologist and/or psychotherapist, and/or psychologist, and/or child psychologist; and a nurse practitioner. If necessary, psychiatric care can be provided independently or jointly by medical professionals from the team.

The work of mobile multidisciplinary teams to provide psychiatric care involves 10 types of activities, including but not limited to:

1. Examination of the patient and provision of medical aid, including psychiatric and psychosocial care.
2. Development, with the participation of the patient and/or their legal representative, of an individual treatment and rehabilitation plan.
3. Supporting the patient in adhering to the treatment and rehabilitation plan, monitoring for side effects of medications, and adjusting treatment and rehabilitation if necessary.
4. Assessment of the patient's somatic condition and issuance of an electronic referral (if indicated) for specialized medical care.
5. Identification of the needs of a patient with mental and behavioural disorders for social services.
6. Psychological support for the patient's family members (legal representatives and caregivers).

⁴² Specification of the Medical Service Package "Psychiatric Aid for Adults and Children Provided by Mobile Multidisciplinary Teams" <https://contracting.nszu.gov.ua/storage/editor/files/psikhiatrichna-dopomoga-doroslim-ta-dityam-yaka-nadaetsya-mobilnimi-multidistsiplinarnimi-komandami1700649539.docx>

⁴³ Order of the Ministry of Health of Ukraine No.1600, dated September 06, 2022, "On Approval of the Procedure for the Provision of Psychiatric Aid by a Mobile Multidisciplinary Team" <https://zakon.rada.gov.ua/laws/show/z1102-22#Text>



SERVICES WITHIN THE MEDICAL SERVICE PACKAGE "PSYCHIATRIC AID FOR ADULTS AND CHILDREN IN INPATIENT SETTINGS"⁴⁴

To receive inpatient psychiatric care, you need:

- ✓ self-referral;
- ✓ or a referral from a family doctor or attending physician;
- ✓ or delivery by an emergency (ambulance) medical care team or by the police;
- ✓ or transfer from another healthcare facility and/or clinical unit of a healthcare facility;
- ✓ a court order, if the patient does not consent to hospitalization.



Services are directly provided by psychiatrists, psychotherapists, and psychologists working in mental health care facilities.

The provision of inpatient psychiatric care includes 14 medical services, as well as one additional service for patients with life-threatening conditions. These services include:

1. Conducting a psychiatric examination of the patient to determine the need for hospitalization and developing an individual treatment and rehabilitation plan in cooperation with the patient (or legal representative of a child under 14 years old).
2. Conducting laboratory tests and dynamic psychodiagnostic tests, as well as having consultations with doctors of other specialisations.
3. Using pharmacotherapy, psychotherapy, methods of psychological influence, and rehabilitation assistance.
4. Provisioning with medicines, medical devices, and supplies.
5. Referring a patient for specialized medical care in other areas to other health care facilities or, in certain cases, calling specialists from these facilities to provide medical care to the patient.
6. 24-hour support by a psychiatrist and nursing care for the patient.
7. Together with the patient and/or their legal representative and based on their consent, developing a plan for treatment, support, and rehabilitation after the completion of inpatient treatment. Ensuring follow-up mental health assistance.

⁴⁴ Specification of the Medical Service Package "Psychiatric Aid for Adults and Children in Inpatient Settings." <https://contracting.nszu.gov.ua/storage/editor/files/psikhiatrichna-dopomoga-doroslim-ta-dityam-u-statsionarnikh-umovakh1700128263.docx>



SERVICES WITHIN THE MEDICAL SERVICE PACKAGE “TREATMENT OF PEOPLE WITH MENTAL AND BEHAVIORAL DISORDERS CAUSED BY OPIOID USE THROUGH SUBSTITUTION MAINTENANCE THERAPY”⁴⁵

Health care services for the treatment of persons with mental and behavioural disorders caused by opioid use through opioid substitution and maintenance therapy can be received after referral from attending physicians for persons diagnosed with F11.2 “Addiction Syndrome.”



Relevant medical services are provided:

- ✓ in outpatient settings;
- ✓ and/or at the patient’s location.

Treatment is directly provided by narcologists, psychiatrists, and doctors of any other specialties who have completed a specialized training course in substitution and maintenance therapy.

Treatment for opioid use offers 10 medical services, including but not limited to:

1. Organizing treatment for persons with mental and behavioural disorders resulting from opioid use with the help of opioid substitution maintenance therapy.
2. Designing a treatment plan.
3. Dispensing medications.
4. Monitoring treatment progress.
5. Screening for mental disorders.
6. Referring patients for specialized medical aid or other medical services.
7. Informing patients about the availability of psychological services, identifying the need for such services, and referring them to appropriate providers.
8. Adhering to the principles of a barrier-free environment and inclusion.

⁴⁵ Specification of the Medical Service Package “Treatment of People with Mental and Behavioral Disorders Caused by Opioid Use through Substitution Maintenance Therapy.” https://contracting.nszu.gov.ua/storage/editor/files/likuvannya-osib-iz-psikhichnimi-ta-povedinkovimi-rozladami-vnaslidok-vzhivannya-opioidiv-iz-vikoristannyam-preparativ-zamisnoi-pidtrimuvalnoi-terapii_1700485580.docx



PATHWAYS FOR REFERRAL AND RE-REFERRAL TO OBTAIN PSYCHOLOGICAL AND PSYCHIATRIC MEDICAL SERVICES^{46,47}

The law ensures the right of individuals to self-refer for psychological and psychiatric assistance. Therefore, a person can seek services from a specific specialist or healthcare facility without a referral, which is sufficient for providing the person with medical services.



Individuals in need of psychological and psychiatric care may also seek medical services through their legal representative or caregiver.

Generally, practice shows that self-referral is the most common and convenient way to access necessary medical services. However, psychological and psychiatric assistance can also be obtained by referral.

Algorithm for Referrals and Re-Referrals to Psychological and Psychiatric Assistance

1. A person (or their legal representative or caregiver) applies to a family doctor, attending physician, general practitioner, or paediatrician for a referral to receive medical services.

During martial law, a declaration with a family doctor is not required to receive psychological and psychiatric assessment services.

2. Assessment of the health state and determination of medical indications for receiving relevant services.

3. Issuing a referral with a mandatory explanation of its purpose, grounds, risks, and expected results. The person must be informed about the validity period of the referral (which must cover more than one calendar year) and the possibility of receiving medical services under the referral.

It is important that the referral does not specify the service provider (doctor or healthcare facility). Therefore, a person with a referral may apply to different providers of relevant medical services. After determining the provider (doctor or healthcare facility), the person can receive the relevant medical services. However, once a patient has been admitted by one service provider through a particular referral, it is not allowed to apply to another service provider under the same referral.

Every person has the right to choose any doctor or medical institution to obtain psychological and psychiatric care services, regardless of their place of residence/location. This option is especially important if the person's area of residence does not have the necessary doctor or medical institution.

The search for a relevant medical facility⁴⁸ to receive mental and psychological assistance services is carried out through [the website](#) of the National Health Service of Ukraine⁴⁹ in the subsection "Healthcare Providers by Specialty: Psychological and Psychiatric Assistance"⁵⁰ using filters by region, community, settlement, type of care (primary, outpatient, inpatient, and mobile), and doctor's position. In addition, you can apply via the Contact center of the National Health Service of Ukraine at number **16-77** or via the Contact center of the Ministry of Health of Ukraine at **0 800 60 20 19**.

⁴⁶ Order of the Ministry of Health of Ukraine No.586, dated February 28, 2020, "On the Approval of the Procedure for Referral of Patients to Healthcare Facilities and Individual Entrepreneurs with the State License for Medical Services Delivery." <https://zakon.rada.gov.ua/laws/show/z0235-20#Text>

⁴⁷ Medical Records. Review Material. Part 4. https://medplatforma.com.ua/files/news-medsprava/2782/medzapisi_4.pdf

⁴⁸ MinHealth: How to Find a Facility Providing Free-of-Charge Psychological Help. <https://www.kmu.gov.ua/news/moz-iak-znaity-medzaklad-iakynadaie-bezoplatnu-psykholohichnu-dopomohu>

⁴⁹ <https://nszu.gov.ua/>

⁵⁰ <https://edata.e-health.gov.ua/e-data>



4. Making a record of a patient's referral in the electronic healthcare system.

In the electronic healthcare system, a referral cannot be changed or corrected, but it can be cancelled and a new one created⁵¹.

A referral can only be unaddressed, meaning it does not contain the name of the facility to which the patient is referred or the doctor who will provide services under the referral, but only the service code⁵².

5. Notifying the patient of the number of the referral record in the system by technical means of electronic communications (sending an SMS to the mobile number specified during the patient's registration in the electronic healthcare system⁵³). At the patient's request, a copy of the referral record or the number of the referral record in the system is provided in paper or electronic form.

6. Patient applies to the selected doctor or healthcare facility (referral provider) to seek medical care under referral.

7. The referral provider, upon being contacted, informs the patient if they can provide the needed medical care under referral.

8. Choosing a doctor or other healthcare professional who will provide services under the referral is agreed upon with the patient, if such a choice is available.

9. Agreeing upon the date and time with the patient regarding the possibility of receiving the service under the referral.

If it is not possible to specify the date, or if the medical service can only be provided more than a month from the date of application, the patient shall be informed of the approximate waiting period.

Additionally, the patient must be notified (particularly, by electronic communications) of the date and time of the appointment or hospitalization no later than three days before the appointment.

10. If it is necessary to schedule repeated visits for the continuation of medical services under the referral by the same service provider, the physician who provided the services under the referral creates a new referral.

Please note! If, during the provision of medical services under the referral, it turns out that the referral provider cannot provide the necessary assistance to the patient, there are two options for further action:

Firstly, the patient may exercise the right of self-referral to another doctor or health care facility for the necessary medical services, including psychological or psychiatric care.

Secondly, a person may apply to the family doctor, attending physician, general practitioner or paediatrician for another referral for medical services. Based on the new referral, the patient can receive the necessary assistance from another provider of such services.

⁵¹ Medical Records. Review Material. Part 4. https://medplatforma.com.ua/files/news-medsprava/2782/medzapisi_4.pdf

⁵² Medical Records. Review Material. Part 4. https://medplatforma.com.ua/files/news-medsprava/2782/medzapisi_4.pdf

⁵³ Medical Records. Review Material. Part 4. https://medplatforma.com.ua/files/news-medsprava/2782/medzapisi_4.pdf



**GROUNDS FOR PROVIDING
PSYCHOLOGICAL AND PSYCHIATRIC
ASSISTANCE**

**REFERRALS AND RE-REFERRALS FOR
APPROPRIATE MEDICAL SERVICES**



**NATIONAL ASSEMBLY OF PERSONS
WITH DISABILITIES OF UKRAINE**

Room 110, 8/5A Reitarska Str., Kyiv, 01054

Tel.: +380 44 279 6182

E-mail: office-naiu@ukr.net

Web-site: www.naiu.org.ua