

# BounceBack: How to Refer

## 1 Check out the eligibility criteria to ensure your client is appropriate for the BounceBack program:

- 15 years of age or older
- With a mild-to-moderate depression (PHQ-9) score between 0-21 (with or without anxiety)
- Not actively suicidal or have tried to commit suicide in the past 6 months
- Not at high risk to harm self or others
- Not significantly misusing alcohol or drugs to the extent that it would impact engagement in CBT treatment
- Not diagnosed with a personality disorder
- Not experiencing acute mania or psychosis
- Capable of engaging with and concentrating on CBT materials
- Referral cannot be sent directly from a hospital emergency department or in-patient psychiatric unit

If you are a primary care provider (family doctor, nurse practitioner) or psychiatrist, you can refer your clients directly to the program using one of the methods below. If you are a health care professional other than a primary care provider (e.g., social worker, case manager, school counsellor) who is supporting your clients' well-being, you may assist your clients in completing the online referral form and submitting it on their behalf. Just be sure to include their primary care provider's contact information so that we can follow-up with them. Clients may also self-refer, as long as they are connected with a primary care provider.

## 2 Complete a referral form and submit it to us in the following ways:

- Go online at [bouncebackontario.ca/refer-clients/](https://bouncebackontario.ca/refer-clients/) to complete and submit an online referral form.
- Send us an eReferral through your Electronic Medical Records (EMR), if available.
- Send us an eReferral through the Ocean eReferral Network. The Ocean eReferral Network is a great way to improve the quality and speed of your referrals and stay on top of the status of your referrals. It is fully integrated with the following three leading EMRs: Telus PS Suite, Accuro and Oscar. To access the BounceBack eReferral form, simply open the Ocean Healthmap from your EMR and search for the "BounceBack Ontario" listing. If you have trouble accessing the form, or are not an Ocean eReferral user but would like to sign-up for a free account, please email: [ereferrals@thinkresearch.com](mailto:ereferrals@thinkresearch.com)

## 3 If you need help completing the online form or have a question about your referral:

Call us at: **1-866-345-0224** or email us at: [bb-referral@cmha-yr.on.ca](mailto:bb-referral@cmha-yr.on.ca)