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New Roles for Psychologists in Medical Settings: Direct Services in a Hong Kong Accident and Emergency Department

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ABSTRACT

Study Aim: Descriptions of the direct services of a psychologist (i.e. clinical psychology intern) in an accident and emergency department (AED) are provided as a new and rare area of professional practice. **Method:** Data were collected in a large, Hong Kong, government hospital over an eighteen-month period. Recipients included 281 patients, 150 medical staff members, and 44 relatives of patients. **Results:** Interventions with patients and their family members centered on crisis management, diagnostic assessment, psychoeducation, and consultations regarding long-term adjustment to medical infirmities. The majority of staff members sought consultations regarding work related stress such as burnout symptoms and coping with vicarious trauma experiences. Frequency tables provide information on utilization of specific services while case vignettes contextualize psychological interventions. **Conclusion:** There are many potential benefits of psychological service for AED patients and staff.

KEYWORDS

Accident and Emergency Departments; Psychological Services Utility; Patients and Staff

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