

PATIENT CASE STUDY:

Virtual Behavioral Health that Goes Beyond the Obvious

Recognizing a stroke and saving a life.



The Case

A 54-year-old male had been discharged from an inpatient behavioral health unit. He returned home but just one day later became agitated and combative. His wife — concerned about his behavior and suspecting behavioral health issues — called law enforcement to help, and he was brought to the hospital emergency department.

Law enforcement initially suspected drug use and considered arrest and transport to jail, but the patient's wife insisted it was a mental health issue. After she signed involuntary commitment papers, the patient was referred to a behavioral health evaluation with an Access TeleCare Psychiatrist who was covering the hospital emergency department through telemedicine. Instead of assuming a behavioral health or substance-related issue, the doctor conducted a broader clinical evaluation. Recognizing signs that suggested stroke, he immediately contacted the on-site physician and recommended urgent screening for stroke or serotonin syndrome. A CT scan confirmed a large vessel occlusion. The patient was transferred for advanced stroke care — and survived.

The Care Plan

Though originally called to conduct a behavioral health evaluation, the Access TeleCare Psychiatrist extended beyond his specialty to ensure the patient's medical status was fully evaluated. He coordinated with the attending on-site physician and escalated care immediately. The virtual solution enabled a rapid response and life-saving care.

The Result

Because of the physician's clinical judgment and commitment to seeing the whole patient — not just the presenting issue — he likely saved the man's life. The facility later contacted Access TeleCare to express deep gratitude for his actions.

This case highlights the power of virtual specialty care when integrated into hospital workflows, and the impact of Access TeleCare providers when they lead with empathy, tenacity, and clinical excellence.

Key Outcomes



Psychiatric consult revealed stroke symptoms.



Stroke diagnosed by CT following prompt escalation.



Patient transferred for life-saving treatment.



Facility and family contacted Access TeleCare to thank the psychiatrist.

"This doctor didn't just assume this was a behavioral health case. He looked deeper, acted fast, and saved a life."

Michael Genovese, J.D., M.D.

Chief Medical Officer, Behavioral Health

