PARTNER CASE STUDY | BEHAVIORAL HEALTH

Psychiatric Expertise, Right at the Bedside.

How telePsychiatry solves psychiatry staffing challenges for psychiatric patients and patients with comorbid conditions

Access TeleCare®

Key Outcomes

- On-demand access to psychiatric expertise
- Real-time support for medical and surgical care teams
- Integrated psychiatric diagnosis and medication management
- Specialty behavioral health care available at the local hospital

The Case

With a persistent regional shortage of psychiatric professionals, a hospital needed a reliable way to care for two groups of patients: patients admitted for primary medical conditions who also had psychiatric complications or comorbidities, and patients admitted for psychiatric conditions who could not be placed in a psychiatric facility because of limited bed availability across the region.

The hospital recognized its medical and surgical clinicians could not be expected to manage psychiatric needs without specialty input, but recruiting on-site psychiatric clinicians was not feasible.

The Care Plan

The hospital partnered with Access TeleCare to have on-demand psychiatric consultation available via telemedicine.

Access TeleCare teleBehavioral Health clinicians, including psychiatrists and psychiatric mental health nurse practitioners, evaluate patients remotely, diagnose psychiatric conditions, recommend and manage appropriate medications, and collaborate directly with the hospital's medical and surgical clinicians as if they were there in person. The service functions as part of the hospital's treatment team, not as a separate outside consult. That integration gives on-site clinicians psychiatric expertise they can use in real time while providing integrated patient care.

The Result

With telePsychiatry in place, the hospital is now able to provide care for psychiatric patients and patients with secondary psychiatric conditions or comorbidities. Medical and surgical teams have real-time support for diagnosis and treatment decisions, including medication management, while patients can receive timely psychiatric care within their local hospital. The model expands the hospital's clinical capability without requiring an on-site psychiatrist to be physically available and creates a more integrated care experience.

"Because they don't have the specialists needed locally in their geography, they decided to seek specialists from outside their geography, and the best way to do that is via telemedicine."

WATCH THE VIDEO
Scan the code to hear the full story

Michael Genovese, M.D., J.D.
Chief Medical Officer, Behavioral Health
Access TeleCare