

TelePsychiatry Program in the ED Improves Timely Treatment and Discharges



Challenge

Without access to a psychiatrist, a rural hospital struggled to provide timely crisis management and disposition decisions for patients in the Emergency Room (ED). The negative impacts included:

- Delays in treatment and psychological stress for patients
- Unnecessarily long ED boarding times and reduced bed turnover
- Added strain on staff and fewer resources for other patients
- Slower discharges to home or next site of care

Solution

The hospital partnered with AmplifyMD for TelePsychiatry services to support the ED.

Outcomes

With the addition of TelePsychiatry services, the hospital's ED staff has been able to provide more timely interventions for patients who present in the ED with symptoms of a psychiatric episode, addiction, or suicidal ideation. Patients are receiving appropriate care faster, and key metrics have improved.



"This service has been game changing for our hospital. The TelePsychiatrists' documentation identifies the criteria needed for psychiatric placement when appropriate, and they're helping us discharge more patients safely to home or to a lower level of care."

-Director of Telehealth Services

12-month impact:*

**36
minutes**

On average,
from request to
psychiatric consult

82%

of psychiatric
patients able to be
discharged
on same day

79%

of patients meeting
inpatient psychiatric
admission now able
to be admitted on
same day

71%

were able to be
stabilized and
discharged to home
or lower level of care

*Patients who received a consult from AmplifyMD