



Behavior Health: Using Telemedicine to Expand Access to Care, Improve Patient Retention and Compliance, and Enhance Productivity

Mental health is a growing concern in the US. There are more people needing help but decreasing numbers of qualified providers available. This is causing gaps in treatment and difficulties for patients, especially in emergency departments where many mental health patients arrive for lack of an alternative.

BENEFITS OF AMN HEALTHCARE VIRTUAL CARE MANAGEMENT FOR BEHAVIORAL HEALTH

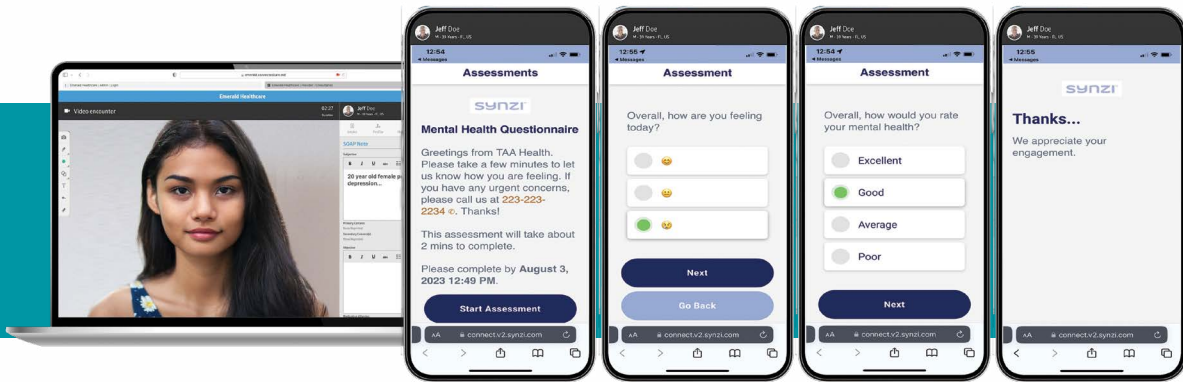
AMN Healthcare's telemedicine platforms help healthcare providers serve patients with behavioral health issues more efficiently while addressing patient privacy concerns. Patients can receive direct mental health counseling services promptly and consistently, even from professionals who may not have been accessible otherwise.

Improved Patient Care

- **Convenience:** Virtual visits make mental health services more convenient for patients. With telemedicine, a patient seeking behavioral health support can get treatment without leaving home – avoiding the perceived social stigma. Greater convenience also leads to more routine treatment and better outcomes.
- **Increased Access:** For patients who live in remote areas or congested urban areas, who are housebound, who have trouble lining up childcare, or who have too much going on in their lives to make room for regular therapy sessions, telemedicine offers an easier connection to mental healthcare.
- **Continuity of Care:** Continuity of Care: With the ease of scheduling and attending appointments from home, more routine appointments can be scheduled as needed with preferred caregivers. Fewer missed appointments mean that patients are more likely to achieve the goals of their treatment program through greater adherence to evidence-based treatment.

Assessing Patient Health

Behavioral health assessments are becoming increasingly important in the behavioral health field. By conducting thorough assessments, healthcare professionals can ensure that patients receive the care and support they need to improve their mental health and overall quality of life.



Enhanced Productivity

- **Operational Efficiencies:** Virtual visits can allow a provider organization to leverage various levels of clinicians to engage the patient to address different needs. The convenience of an online appointment can enable a patient to secure both therapy and medication management from the comfort of their home.
- **Timely Assessment:** When patients visit the ED with a mental health complaint, timely evaluation is important. Patient management burdens are reduced with prompt assessment, and treatment decisions can be made more rapidly.
- **Extend Service Reach:** Providers who offer services virtually can expand their reach to new clients beyond their local area or secure specialty services to better meet a patient's needs.
- **Clinic Throughput:** Virtual visits, whether scheduled for the patient or by themselves, can eliminate the inconvenience of travel to see a provider, missed appointments and/or patients simply not seeking care. In this way, online visits can ensure clinicians have highly productive days.
- **Support Clients Between Scheduled Visits:** Just like in other areas of medicine, patients with mental health disorders can have acute episodes needing timely intervention. Telemedicine can enhance supportive care by providing greater access to the appropriate clinicians.

AMN Healthcare Virtual Care Management platform offers health systems and providers a complete virtual clinic to easily launch online services. Our industry-leading digital exam room provides all the tools to engage patients in one click and fully document the encounter.

KEY FEATURES OF THE AMN HEALTHCARE VIRTUAL CARE MANAGEMENT PLATFORM INCLUDE:



Powerful Rules Engine



Interactive Assessments



High-Definition Video



App-Less Experience



Secure Text Messaging



Automated Content Delivery



Market-Leading Compliance Adherence and Security Layers



Medication Management Tools