

## Tele-Psychiatry 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 Tele-Psychiatry services to support the ED.

### Outcomes

With the addition of Tele-Psychiatry 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 tele-psychiatrists' 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