

Presence Health, Chicago

SENATE DISTRICT 5 HOUSE DISTRICT 9



BEHAVIORAL HEALTH



Using telehealth to improve behavioral health services in the ED

We implemented a Remote Crisis Worker Telehealth initiative to provide real-time virtual behavioral health consults to patients in the emergency department (ED) from 6 p.m. - 8 a.m. every day. These patients previously had to wait in the ED for a crisis worker after 8 a.m.

Patient, Family & Community Impact



Improves
access to care



Improves
patient safety



Improves
quality of care

Saving Lives, Saving Dollars



Launch date: September 26, 2017

