Specialists On Call’s telePsychiatry Service Delivers Clinical and Financial Results

Kent Hospital*, North Carolina

*Pseudonym
Background

• 101-bed, not-for-profit community hospital is the leading healthcare provider in a large county and widely considered the go-to facility for most medical issues.

• Hospital became the only option for local mental health patients which led to a dramatic increase in patient volumes that overextended the hospital’s existing clinical resources in the ED, increased costs and left the organization scrambling for help.

• Needing a solution that was both comprehensive and cost-effective, the hospital began to evaluate Specialists On Call’s telePsychiatry Service. They were impressed with SOC’s commitment to clinical quality and track record with other hospitals across the country.
### Results

Within 6 months, hospital observed:
- A reduced number of involuntary patients held in the ED
- Improved patient care
- Decreased average length of stay
- Lowered hospitalist service's uncompensated care costs

In addition, hospital reported:
- A decrease in aggressive behavior as a result of having psychiatrist-directed medication management for patients who had received a psychiatric consultation.

All of these factors reduced the clinical and financial strain on the hospital's ED and improved the workplace environment for the hospital's patients, clinicians and staff.
Specialists On Call’s telePsychiatry service has done everything we asked for. It’s improved our ED’s efficiency, helped our patients and reduced our costs.

–ED Director