Amwell Psychiatric Care

for Providers

On-demand and scheduled virtual psychiatry with 24/7/365 coverage and industry leading response times, enabling providers to scale services, support more patients, and minimize clinician burnout.

amwell®

Amwell Psychiatric Care

As the demand for psychiatry continues to outpace the supply of psychiatrists, creating a hard-to-fill gap, Amwell Psychiatric Care enables providers to deliver care through one of the nation's largest provider networks, backed by twenty years of focused expertise in behavioral health. Delivering care when patients need it helps to prevent delays in addressing a patient's condition and optimizes existing health system resources by increasing emergency department throughput.

Key Impacts

- Leverage Amwell Psychiatric Care to provide rapid consultation, complete admissions, place or lift involuntary holds, manage psychiatric medication, and expedite care transitions, shifting the burden from emergency and hospital physicians.
- Scale services to keep pace with the rising demand for psychiatric care through trusted, board-certified providers who specialize in behavioral health and are trained and experienced in virtual care.
- Deliver 24/7/365 coverage with an average response time of 34 minutes in the ED to ensure patients receive the care they need, when they need it.

Why Amwell Psychiatric Care

- Amwell Psychiatric Care has one of the largest networks of board-certified psychiatrists in the nation, delivering regionalized provider panels with centralized support.
- Our solution gives health systems the confidence that patients are receiving the highest level of care, with minimal wait times, and excellent overall patient satisfaction.
- With a dedicated operations team, Amwell provides implementation specialists, a credentialing team, and experienced operators to manage provider schedules to ensure continuity in coverage.

Market drivers

1 in 3

adults in America **experience a mental illness** in their lifetime [1]

60%

of US counties **do not have a single psychiatrist** within their borders [2]

6-week

average wait time for behavioral health services [3]

62%

of emergency departments **lack psychiatric services** [4]

1 https://www.samhsa.gov/data/sites/default/files/reports/rpt35325/NSDUHFFRPDFWHTMLFiles2020/2020NSDUHFFR1PDFW102121.pdf
2 https://www.oliverwyman.com/our-expertise/insights/2018/dec/risk-journal-vol-8/emerging-risks/america-s-growing-mental-health-crisis.html
3 https://www.psychology.org/what-to-do-on-a-therapy-waitlist/#:~:text=The%20National%20Council%20of%20Mental,times%20can%20stretch%20into%20months
4 https://www.aamc.org/news-insights/treating-mental-illness-ed#:~:text=According%20to%20one%20study%20of,were%20not%20accepting%20new%20patients

Scale psychiatric services

Amwell Psychiatric Care is one of the nation's largest networks of behavioral health providers, specializing in psychiatric crises in emergency departments and acute inpatient medical floors, as well as scheduled coverage for care settings like inpatient psychiatric units or outpatient care.

Providers benefit from a dedicated team that supports all aspects of operations, including managing implementations, credentialing, and provider scheduling.

Our network operations center provides 24/7/365 coverage to monitor and ensure physicians are responding to consults with balanced distribution of consults between providers.

On-demand and scheduled quality care

Amwell Psychiatric Care ensures the highest quality care through a strong commitment to clinical quality and efficacy, supported by ongoing performance reviews and clinical oversight. Amwell is recognized by the Joint Commission's Gold Seal of Approval for Behavioral Health, a designation that exemplifies the continued dedication to deliver trusted patient care.

Our board-certified psychiatrists are vetted through rigorous medical oversight and proctoring (OPPE & FPPE) and scheduled peer reviews.

A fully comprehensive solution

Amwell also integrates with powerful, evidence-based digital and automated programs to enhance the patient experience with tools, guidance, engagement, and mental health support between visits and throughout their entire care journey.

Our enterprise platform provides customers with a robust portfolio of virtual and digital solutions that creates a seamless, integrated patient experience and eliminates the need to manage multiple systems and vendors.

Full-Spectrum Virtual Health

On-demand consults

On-duty psychiatrists to treat patients the moment it's needed

- Fast response times
- EDs & medical floors
- Hardware/software agnostic
- Customized panels
- 'Talk-Consult-Talk' workflow

Scheduled visits

Professional psychiatric coverage to support your on-site team

- Ambulatory clinics
- Inpatient psychiatric units
- Correctional facilities

Features include:

- Billing and revenue cycle management
- Physician onboarding, medical oversight and proctoring (OPPE & FPPE)
- Joint Commission Behavioral Health Accreditation
- Dedicated resources to support public funding and grant applications
- Dashboard with real-time SLAs and quality metrics
- HITRUST-certified with scheduled peer reviews

Learn how Cleveland Clinic leveraged Amwell in the ED

Cleveland Clinic

30 minutes to consult time, down from 24 hours

2x increase in telepsychiatry consults

220+ consults per month

Learn more

Learn how CommonSpirit Health leveraged Amwell in the ED

CommonSpirit

< 60 minute wait times for acute behavioral health patients

4 hours to create ED disposition plan

< 90 minutes to receive treatment recommendations

Learn more

Contact us to learn more about Amwell Psychiatric Care.

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