

Changes to Access to Treatment Services

After an evaluation of the growing numbers of people walking into our access clinics, throughout the 3 regions, we concluded the following:

- 1- We could be unintentionally causing more stress for people to come in for services (missing work and/or school, transportation issues, etc)
- 2- Some people coming in for services did not need our specialty mental health and/or link with Substance Use Disorder services due to more mild-moderate level of functioning. In these situations, people needed to be re-directed to Beacon Health Options
- 3- We may not always be meeting our timeliness expectations given the complicated process

Therefore, we decided to start a Call Center in August of 2017. We developed a Solidus call system with guidance from our IT Department. We staffed the Call Center with all bi-lingual staff using ½ shifts. We worked out a script and have collaborated with our Patient Services Representatives. The goal is to streamline our processes so we can provide more timely and appropriate level of care services to our community members experiencing mental health and/or substance use disorder issues.

Our next step with this call center is to have a scheduling system that the staff can find the next available assessment appointment, in the appropriate region and in the language of choice, of the person being assessed.