



Telehealth: Removing Barriers to Health Care

Netsmart Telehealth™ is a mobile and web technology platform that supports virtual clinical services, and builds personal connections among individuals, care teams and family members. With Telehealth, fully integrated workflows within the electronic health record (EHR) support live healthcare visits, putting specialized care within reach during crises and expanding care options to existing clients.

Key Features

- Schedule initial intake or ongoing appointments with clients who are already in the EHR
- Access and launch the telehealth session from within the EHR and seamlessly bill for services
- Clinicians can set availability, view virtual waiting room and receive alerts when individuals present virtually
- Clients join the virtual waiting room at the scheduled time and can attend their session on an Android or iOS phone
- Dedicated tablets at remote locations (e.g., emergency departments, mobile health clinics and physicians' offices) allow staff to connect virtually with specialists for consultations and assessments

Key Benefits

- Increases provider coverage area by eliminating the need to receive care in the same physical location
- Enhances client satisfaction and convenience by expanding options for receiving care
- Supports improved outcomes with timely access to high-demand specialties, such as addiction treatment, psychiatry and after-hours access to physicians
- Removes geographic barriers that can prevent opioid-dependent individuals from receiving appropriate treatment

Creating a Virtual Healthcare Community

Netsmart has partnered with American Well, the leading global telehealth solution platform, to create a virtually connected healthcare community. The result enables collaboration across a network of more than 200 million consumers, 600,000 providers and more than 25,000 organizations.

With Netsmart Telehealth, consumers will have an unprecedented level of access to real-time quality care across multiple provider specialties. It's a comprehensive network that brings healthcare directly to the consumer and offers the potential to drastically improve health outcomes and lower costs by allowing organizations to deliver care in the lowest acuity setting possible.

American Well®

Partnering with American Well® brings best-in-class telehealth technology to Netsmart clients by combining a rich user experience with deep healthcare integration.

Learn more about our comprehensive suite of solutions at www.ntst.com/solutions-we-offer