



Tele-Consultations at Michael B. Bayless and Associates

Bayless and Associates provides behavioral health services to patients living in assisted living facilities, skilled nursing facilities, and group homes in the Phoenix metropolitan area. We now offer an exciting new program that reduces costs while increasing patient's access to behavioral health care through the innovative use of video conferencing.

Using the latest in bi-directional, real time video conferencing technology, Bayless and Associates practitioners can interact with patients in a variety of locations. These locations include but are not limited to: assisted living facilities, skilled nursing facilities, group homes, and rural locations.

Bayless and Associates will provide appointment scheduling at the site to ensure that timeliness and responsiveness remain consistent. In addition, Bayless and Associates will provide a behavioral health technician to be at the site during times of service to ensure that each patient comfortably receives the appropriate level of care.

Following consultations, prescribers are able to write and send prescriptions to the patient's local pharmacy through the use of our electronic prescribing system. This electronic transmission of medication orders from the prescriber's desktop computer to any pharmacy reduces the possibility of a misread prescription by a pharmacist.

Tele-consultations are an allowable means of providing services within the state Medicaid program (ALTCS).

* Does not apply to all rural locations. Bayless will provide training to necessary staff in rural locations.



About Tele-Consultations

Patient and provider satisfaction with tele-consultation services equals satisfaction with in-person care. Outcomes for psychiatric services provided by video-conferencing are equivalent to those provided in-person for many psychiatric conditions and patient populations (research provided upon request).

Tele-consultations is often thought of as a modality for rural and frontier areas. While that is one very effective application, tele-consultations services can also reduce or eliminate access barriers for a variety of patient subpopulations including non-English speaking, deaf or hearing impaired and homebound or nursing home patients.

Tele-consultations are really an application to consider whenever there is a patient with a psychiatric or psychological need, a provider capable of responding to that need, and a barrier to getting them to the same place at the same time.

Benefits of Tele-Consultations

By implementing tele-consultations, Bayless and Associates hopes to assist individuals in need of behavioral health services in a more timely and convenient manner.

In the State of Arizona, psychiatric care is at a premium and often times individuals must wait for a needed appointment. In long term care settings, behaviors escalate quickly and psychiatric care is critical to maintain stability and safety of patients, staff, and peers.

Tele-consultations is user-friendly, reliable and effective. In addition, it offers the following benefits:

Increased Access to Mental Health Care:

- Timely access to qualified behavioral health providers, eliminating long wait periods for appointments.
- Patients will have more frequent contact with providers.
- Early intervention, assessment, and treatment.

Convenience of Local Site:

- Transportation costs will be reduced- patients will not have to travel for an appointment to see a provider.
- Patients who are unwilling or unable due to physical limitations will be able to receive services in the place of residence.
- Ability to reach members who are unwilling to seek treatment due to fear or inability to leave the facility or place of residence.
- Eliminate missed visits due to health reasons.
- Emergency psychiatric assessments and consults are available to residents without travel or delay.

Access to Services in Specialty Areas and Locations:

- Access to providers in specialized areas of practice/location include:
 - Child and Adolescent psychiatry and psychology
 - Geriatric psychiatry and psychology
 - Access for rural locations in need of psychiatric services
 - Access to bilingual specialists
 - Systems of care issues- enrollments and intakes

Improved Patient Quality of Life:

- Reduced inpatient hospitalizations and emergency room visits.
- Increased patient choice and independent lifestyle.
- If the patient so elects, staff from the facility and family members can more readily attend telemedicine appointments making coordination of care easier.

Confidentiality:

- The use of secure and encrypted virtual connections in a private setting ensures that the consultations remain strictly private and confidential.

How to get started...

It's simple! A designated site or center need only have internet access to use our Tele-consultations program. Bayless and Associates will evaluate the site and work with patients and staff to ensure that both the technology and clinical process run smoothly. Bayless and Associates will set up the authorizations for services, develop the appointment scheduling system, and provide on-site support during appointments.

Bayless and Associates is committed to providing the highest standard of care for your patients. Our Tele-consultations program will bring an innovative and efficient service model that will enhance the quality of care we all want to provide while making our patient's lives a little easier.



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