



Continuity of care in crisis and beyond

Client Spotlight: PEMHS



Personal Enrichment through Mental Health Services (PEMHS) is a private, non-profit crisis center in Pinellas County, Florida, providing inpatient and residential care, as well as community intervention programs.

As the receiving facility for Pinellas County, PEMHS processes crisis referrals, as well as discharges to outpatient care. Using CareConnect Inbox, PEMHS went from communicating with other organizations within The Wellness Connection by phone and fax, to a simple digital solution that integrated with their existing EHR. PEMHS community based programs also utilize CareConnect Inbox with other partner agencies in the area to connect clients to resources throughout the county. Now, continuity of care is guaranteed with secure, electronic communication that closes any gaps in clinical information, and keeps individuals connected to the care they need.

Netsmart EHR New User Experience Impact:

- Secure, HIPAA compliant records can be exchanged with partner providers
- Increases accuracy and efficiency by replacing faxes and phone calls
- Integrates seamlessly with any organization's EHR solution
- Tracks medication lists and other clinical records when consumers arrive, so clinicians know where to begin treatment in a crisis
- Allows staff to focus on care instead of hunting for documents

"We want to make sure they stay out of crisis. That's our whole goal. By ensuring that they're connected with other providers, it closes the loop. The moment they step out of our doors, the next agency has everything that they need to keep them healthy and stable."

Nikki Rupert, MA, LMHC, Chief Clinical Officer, PEMHS, Inc.

At-a-glance

Community

- Behavioral health and crisis center

Location

- Pinellas County, Florida

Challenges

- Needed efficient, secure transfer of clinical documents when exchanging referrals with multiple organizations
- Using non-digital methods to transmit a high volume of paperwork was time-consuming and cumbersome for staff.
- Transferring consumer care after discharge meant clinical information could be lost, interfering with continuity of care

Solution

- CareConnect Inbox