



BSN Saving Lives 24/7

Behavioral Services Network's On-Call Telepsychiatry Program

In a world where the pressures of modern life can often feel overwhelming, it's reassuring to know that there are organizations like Behavioral Services Network (BSN) dedicated to providing immediate help and support to those in crisis.

BSN's 24/7 On-Call Telepsychiatry Program is a lifeline for individuals battling thoughts of harm to themselves or others or extreme erratic behavior providing access within a few hours not days or months.

Understanding the Need

Mental health challenges affect millions of people, and the risk of harm to self or others remains a critical concern. According to the World Health Organization, close to 800,000 people (about half the population of Idaho) die by suicide each year, making it a global public health issue. BSN has certainly helped to triage and direct individuals to the community for care but often that care is delayed or redirected to emergency rooms. Emergency rooms are often not staffed for behavioral crisis stabilization.

Recognizing the gravity of this problem, Behavioral Services Network has stepped up to provide essential access to qualified psychiatrists within a few hours. EAP programs are helpful but not for crisis risk mitigation and for that matter, mental health providers available through health plans direct patients in crisis to call 911 to be taken to the nearest emergency room.

Here's how the service works:

1. **Immediate Accessibility:** One of the most crucial aspects of BSN's service is its availability

round the clock. Our trained psychiatrists are ready to respond to calls at any hour, on any day, providing support to those in need within a maximum of 12 hours.

- **Empathetic and Trained Psychiatrists** are specially trained in crisis intervention and suicide prevention.
- **Confidentiality:** BSN understands the importance of privacy and confidentiality.
- **Emotional Support:** Whether it's a listening ear, offering coping strategies, or connecting the caller with appropriate resources, BSN's network is there to provide support tailored to each caller's needs.

2. **Referral Services:** As necessary, BSN's psychiatrists refer callers to local mental health professionals, therapists, or crisis centers for ongoing care and support.

The Impact of BSN's On-Call Telepsychiatry Program

By offering immediate assistance to those in crisis, BSN saves lives.

1. **Risk Mitigation.** The most obvious benefit is that the service helps assess and stabilize the individual thereby mitigating risk. Providing immediate access within no more than **12 hours** via telepsychiatry can be the difference between life and death.
2. **Reducing Stigma:** BSN's service plays a role in reducing the stigma surrounding mental health issues and seeking help. Knowing that a compassionate and non-judgmental resource is available wherever there is internet or phone access can encourage individuals to reach out when they need it most.
3. **Promoting Awareness:** By offering this service 24/7, BSN helps promote awareness about the urgency of seeking mental health support. This knowledge can empower individuals to seek help early.

Conclusion

Behavioral Services Network's 24/7 On-Call Telepsychiatry Program is a lifeline for those facing the darkest moments of their lives. Since the program's inception January 2023, BSN has assisted well over **300 lives** to get the help they need. The program can be offered alongside EAP programs and plan offered mental health and substance abuse benefits. BSN's dedication to fast access in crisis situations is a beacon of light in the fight against this global crisis.