

How Scheduled Services Benefits Inpatient Care

Finding and retaining providers for inpatient care can be challenging. From geographic barriers to the ongoing provider shortage, ensuring patients have regular, dedicated access to behavioral health specialists isn't always easy.

Fortunately, leveraging virtual care programs can help augment staff, provide multiple layers of support across your behavioral health program, and provide the specialty care your patients can count on.

Virtual care programs, like Scheduled Services, offer access to behavioral health providers and help alleviate staffing challenges for your health system. It also connects your organization and care team with a provider they can depend on, who's available on a consistent schedule each week.

Scheduled Services providers integrate into your care team and enable clinicians to practice at the top of their licenses while helping promote provider satisfaction.



A large, abstract graphic on the left side of the page. It consists of several overlapping, rounded shapes in shades of purple and lavender. A dashed line starts from the top left, curves around the shapes, and ends at the bottom right. At the bottom, there is a stylized illustration of a multi-story building with many windows, set against a backdrop of rolling hills and a sky with clouds. A large, stylized heart icon, similar to the one in the logo, is positioned above the building.

The benefits of a virtual care approach

Continuity of care

Building the provider-patient relationship through consistent care is crucial to the patient experience. For example, if a patient must stay in inpatient care for two weeks, seeing a different provider each week can be disruptive. However, with Scheduled Services, patients can build relationships with their providers and not have to re-tell their stories.

Care team integration

A successful team of on-site and virtual providers is technically, culturally, and logistically well-integrated. Through Scheduled Services, your virtual behavioral health provider is integrated into your team's schedule. That way, they can minimize disruption to care team logistics and ensure continuity of care for patients.

High-quality providers

Finding the right specialty provider for your organization during a provider shortage is challenging. However, with the right telehealth partner and virtual care approach, your organization has a bigger pool of providers to select from to help your patients get the care they need.

Provider retention and satisfaction

Retaining providers becomes much easier with the right virtual behavioral health partner. While you have a better selection of specialty providers, you're also better positioned to keep them for the long term. For example, when a provider has a major life change, like a move, they don't have to change jobs. Additionally, at Iris, we've found this flexibility has helped improve things like work-life balance and has helped us achieve a 94% provider satisfaction rate.

4 top qualities of a supportive virtual care partner

1. The Iris Match

The Iris Match is our promise to organizations that ensures they find a provider match that meets their organization's needs, culture, and values. This in-depth process looks at the clinical preferences of the providers, the needs of the organization and helps find the best match for both. So, whether your organization could use the help of a psychiatrist, a psychiatric nurse practitioner, or a licensed therapy provider, we match you with someone your patients and care team will love.

2. Clinical alignment support

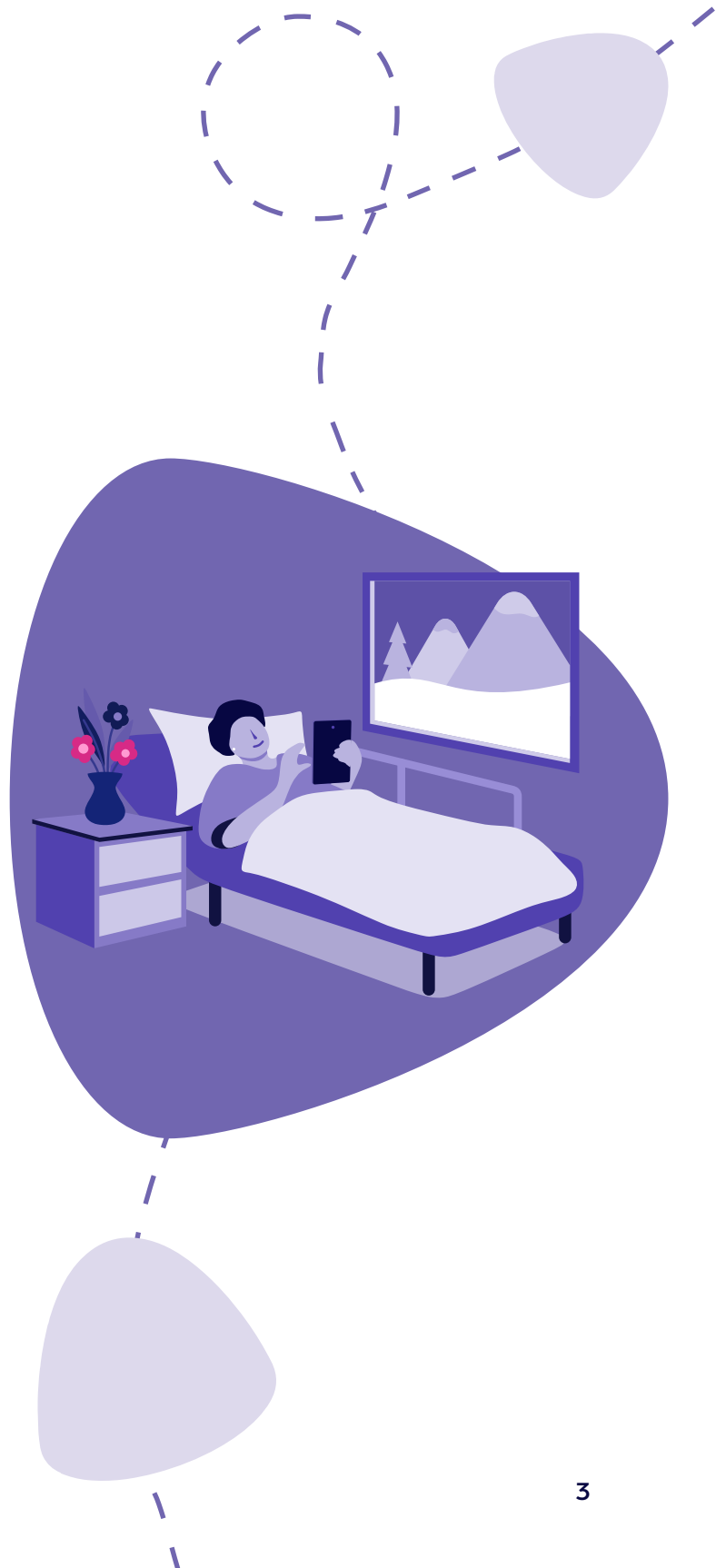
At Iris, our team of clinical alignment executives (CAEs) serve as the primary point of contact for our partners, get to know their teams, help expand partnerships, and find new ways to deliver care.

3. Licensing and credentialing

A key component that can decrease provider satisfaction and stand as a barrier between patients and their care is licensing and credentialing. At Iris, our team of licensing and credentialing specialists help streamline the process and make sure providers are licensed in your state, regardless of where they're located. This process helps ensure providers can get started at your hospital sooner.

4. Quality management services

At Iris, we help ensure the clinical and financial impact of your Scheduled Services and provider team. Together, we look at quality measures and share guidance on how the program is running. By monitoring, evaluating, and creating initiatives to improve on selected metrics, your organization is well-positioned to meet your key behavioral health goals.



It's all about the patients

At Iris, we're proud to partner with organizations to help connect their organizations with high-quality providers who help their populations thrive.

If you'd like to learn more about our services, you can [find more information here](#). Or, if you'd like to talk to someone and find out how Scheduled Services could work for your organization, [contact us today!](#)

