



ACUTE ASSESSMENT, STABILIZATION, & DISPOSITION

Array OnDemand Care +

Comprehensive Behavioral Health Crisis Care



Solving the Behavioral Health Strain in Acute Care

Hospitals and emergency departments are under growing pressure as behavioral health needs arise and available clinical resources—especially psychiatric capacity—struggle to keep pace. While psychiatrists are critical for managing higher-acuity patients, many individuals can be safely and effectively treated by independently licensed, master's-level clinicians who perform risk assessments, therapeutic interventions, safety planning, and discharge coordination.

Without sufficient behavioral health coverage or the right care model in place, hospitals face longer ED boarding times, delayed care decisions, avoidable inpatient admissions, operational bottlenecks, and increased strain on staff, patient safety, and financial performance.

A Better Approach: Comprehensive, Team-Based Behavioral Health Care



Array OnDemand Care+ delivers a flexible, team-based model that pairs independently licensed, master's-level clinicians with board-certified psychiatrists to provide timely, clinically appropriate care aligned to each patient's needs. Patients are matched to the right clinician based on acuity, risk, and clinical complexity—with psychiatrists available at all times to consult, guide care, and intervene directly when higher-acuity needs arise. This approach ensures that every patient receives the **Right Care, Right Time, Right Dose™** while maximizing clinical efficiency and preserving psychiatric resources.

This approach eases pressure on psychiatrists, reduces delays, accelerates care decisions, and improves throughput – supporting a more efficient, scalable, and cost-effective model for acute behavioral health care.

Key components of Array OnDemand Care+ include:



Triage & Risk Stratification – Structured protocols match patients to the appropriate clinician—licensed master's-level clinician, psychiatrist, or both—based on risk and acuity.



Comprehensive Mental Health Assessment – Licensed master's-level clinicians conduct biopsychosocial evaluations to assess risk, guide care decisions, and inform safety and discharge planning. These assessments address medical and psychiatric history, symptoms, and social determinants of health to ensure appropriate care recommendations.



Psychiatric Evaluation – Psychiatrists perform comprehensive evaluations for higher-acuity or complex cases, including mental status exams, risk assessments, diagnostic clarification, and treatment planning. Evaluations incorporate medical and psychiatric history, collateral input, and medication decisions as appropriate.



Acute Medication Management – Psychiatrists initiate and manage stabilizing medications to reduce agitation, support safety, and ensure effective treatment during crisis episodes.



Discharge Planning & Transition Support – Licensed clinicians develop and document clinically appropriate discharge plans that connect patients to follow-up care, reduce readmission risk, and support long-term stability.



Quality Program – A structured, data-driven framework that standardizes care, aligns dispositions with clinical risk and acuity, integrates medical and behavioral health, ensures documentation consistency, and supports safety, quality, and continuous improvement.



Why Healthcare Organizations Choose Array OnDemand Care +

- **Optimized Use of Clinical Resources** – Allows independently licensed clinicians to manage lower-acuity patients while preserving psychiatrist time for high-risk or complex cases—improving efficiency without compromising care.
- **Comprehensive Crisis Support** – Integrates licensed clinician-led evaluations with psychiatrist oversight and intervention, delivering coordinated care that spans assessment, stabilization, medication management, and discharge planning.
- **Improved Patient Flow & Reduced ED Boarding** – Accelerates evaluations and transitions of care, minimizing delays and reducing ED boarding times.
- **Seamless EHR Integration** – Delivered through Array's *Epic*-based interoperable platform, streamlining documentation, data sharing, care coordination, and provider collaboration.

Expand Behavioral Health Support Across the Continuum

Array's outpatient solutions can be layered with Array OnDemand Care+ to support patients across acuity levels and care settings:



Array Community Care

Expand Outpatient Capacity Without Adding Strain

Partner with Array to integrate behavioral health services into existing outpatient programs or launch new ones. Our licensed clinicians deliver virtual psychiatric care, therapy, and medication management in hospital-affiliated medical groups, primary care, specialty clinics, and community health centers. This scalable model expands access, prevents unnecessary ED visits, and keeps patients connected to care within your system.



Array AtHome

Reliable Referral Option for Ongoing Support

Provide discharged or referred patients with timely access to virtual psychiatry and therapy, typically within days. Our licensed clinicians deliver measurement-based care that helps patients stay engaged, navigate barriers to care, and avoid unnecessary hospitalizations. With Array AtHome, patients receive consistent, quality care from the comfort of home, improving long-term stability and outcomes.

Partner with Array to Improve Acute Behavioral Health Care

With over 25 years of experience, Array Behavioral Care is the nation's leading virtual behavioral health practice, trusted by health systems and hospitals to deliver expert care when it's needed most, from crisis stabilization to sustained recovery.

Discover how Array OnDemand Care+ can make a meaningful difference for your patients and care teams. Visit arraybc.com to learn more.