



Images for illustrative purposes only.

CourtCall Improves Quality of Care for Mental Health Facilities

Challenge

Mental health facilities in a large midwestern city had 527 commitment hearings over a recent year. Non-emergency medical transportation rates to and from the courts are conservatively estimated at \$400 per trip, or \$210,800 for the year. Patients often suffer from confusion and stress due to mandated in-person court appearances that interrupt treatment.

Solution

Using CourtCall Video, mental health facilities are able to provide remote court appearances and private online sub-conference rooms for patients, doctors, and attorneys. CourtCall provides the court with a live moderator trained to assist in any technical issues, and act as a virtual bailiff to help process court dockets more efficiently.

Results

Over \$176,000 saved by the mental health facilities. Patients participate in hearings without disrupting treatment. Courts reduce waiting room congestion and improve safety by allowing patients to appear remotely.

Highlights

- 84% cost savings to mental health facilities
- \$400 in travel-related court fees per participant reduced to a \$65 remote appearance
- Courts able to accommodate patient needs more effectively