

## **UChicago Medicine Ingalls Memorial Offers Innovative Approach to Patient Care by Launching Telehealth Intensive Outpatient Addiction and Behavioral Health Services for the First Time During the COVID-19 Pandemic**

Across the country, clinicians and emergency rooms have experienced a rise in alcohol abuse relapse, as well as panic, anxiety, depression and other mental health disorders during COVID-19 pandemic lifestyle restrictions. To ensure that patients have access to potentially life-saving treatment, UChicago Medicine Ingalls Memorial Behavioral Health launched telehealth intensive outpatient addiction and behavioral health services, while still offering the option of in-person treatment. Using a telehealth platform to intensively treat patients is a new method that Ingalls Memorial Behavioral Health started for the first time during the pandemic to deliver care to patients no matter their geographical location or ability to arrive for in-person treatment. This includes patients who have, or are awaiting, COVID-19 test results. Providing telehealth intensive outpatient services has given patients a flexible optional for how they can safely seek the care they need while allowing them to meet personal, family and/or employment obligations. It has also enabled the patients to learn that they are not alone as they connect with others and gain coping strategies and the tools needed to take better care of their mental health.