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Mental Health & Addictions™

Supporting mental health trusts and ICS's in improving and coordinating access to care for mental health and addiction services.

System and trust central intake models have demonstrated they improve access to care for patients seeking mental health and addictions services. The Novari Mental Health & Addictions™ (Novari MHA) software improves the intake, triage, routing, receiving, and processing of referrals. The system recognises the complexity of providing coordinated access to mental health services and is scalable to manage high referral volumes with complex workflows across acute and community based services.
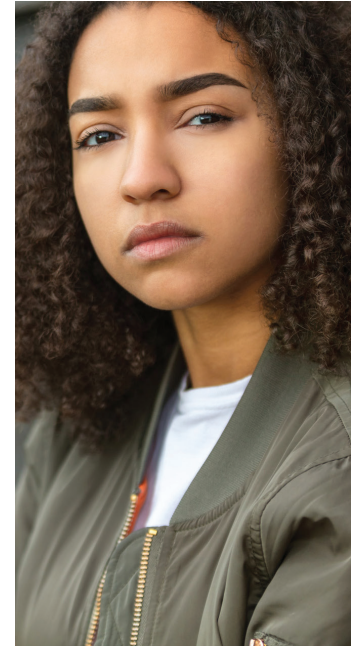
Features

Realise Your Vision

Mental health and addictions central intake and coordinated care models vary widely. While they all share the goal of improving access to mental health and addiction services, their scope, workflows, referral forms, triaging, and routing often have significant variation. Our experienced analysts and configuration teams can configure the Novari MHA system to align with your organisation's vision and unique workflows.

Know the Status and Location of Every Referral in Real Time

When using paper and email, referring clinicians and other stakeholders are frequently unaware of the current status of each referral. Novari MHA helps to close the loop by displaying the status of each referral and sending updates as referrals move through the system.

Configurable for Any Type of Workflow

Novari MHA can be configured for the specific clinical and administrative workflow needs of each trust or ICS's mental health and addictions coordinated care model. The software can support single or multiple organisations' complex multi-step workflows.

Multiple Referral Sources

Your referring clinicians and organisations are likely to have a mix of technologies and processes from electronic to paper to email. Novari MHA was designed with this in mind and is capable of accepting referrals electronically from a variety of sources (e.g., GP/primary care systems, hospital information systems (EPRs), existing system eReferral solutions), and by email. Optionally, patient self referrals can be supported via a public web form.

Note: Novari EPR's native integration capabilities are capable of integrating with most EPR/primary care solutions. Talk to your EPR/GP system vendor.
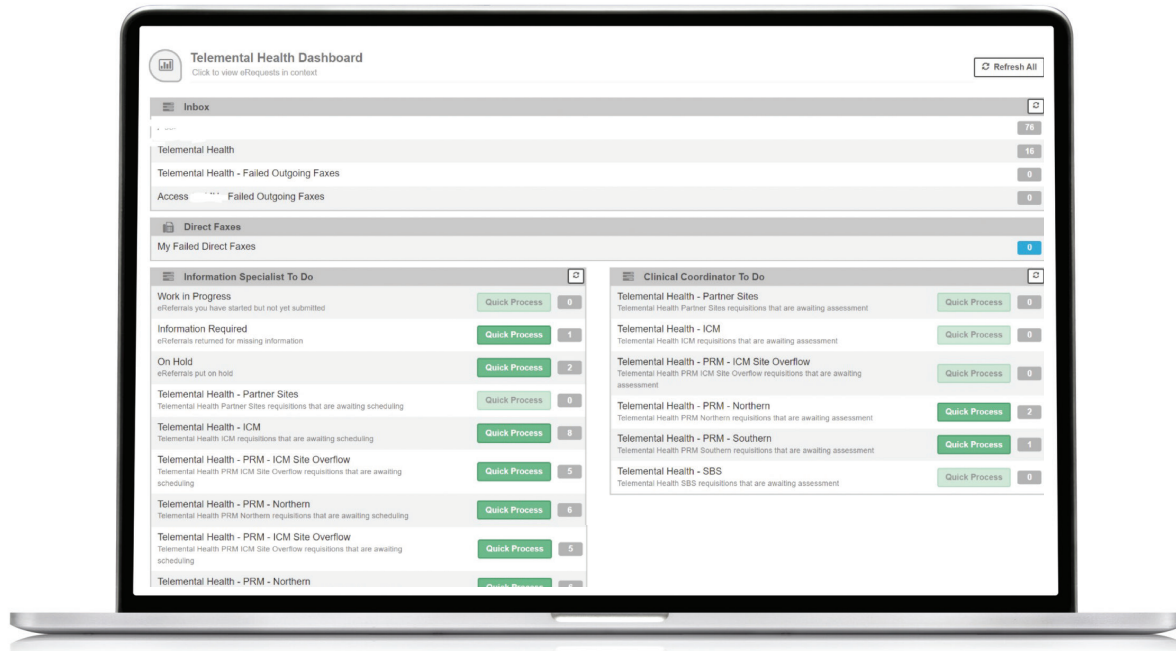
Waiting List Management and Load Balancing

Mental health and addictions central intake care coordination models are designed to reduce wait times and improve access to care. Novari MHA uses sophisticated and customisable waiting list management and workflow dashboards to help manage patients in various queues. Provider wait times are tracked in real-time and are used to help load balance demand for mental health and addictions services across all available providers, thereby improving wait times and ensuring that all providers are leveraged according to their capacity.

Complete and Appropriate Referrals

Incomplete or clinically inappropriate referrals are inefficient and unnecessarily delay patient care. Novari MHA enables mandatory referral data sets, so referrals received digitally are always complete and appropriate. Referrals received via email can easily be reviewed for completeness and appropriateness and if required, quickly returned to the sender with one of many templated notes.

"With the Novari platform, the one-Link program electronically processes high volume referrals with a 150% increase in capacity from a previous paper process. Novari connects the referring providers, one-Link and receiving services to a single platform and keeps all parties informed with live status updates on every referral. With the Novari enabling technology and coordinated access model, one-Link is able to more quickly connect people to healthcare services."

– Nala Sriharan, Manager,
   Mississauga Halton Central Intake Program

Patient Notifications

In today's world patients often expect to receive electronic update notifications. Novari MHA can send both email and text (SMS) appointment notifications to patients. Doing so reduces the time and cost of contacting patients and reduces expensive "no shows". Appointments scheduled in hospital enterprise scheduling systems (e.g., Meditech, Oracle Health, etc.) can trigger patient notifications in Novari MHA.

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