



Behavioral Health Link GPS

A GPS-enabled mobile crisis dispatch and monitoring module within the BHL Platform, a comprehensive 988 & Crisis Care Software Solution.

<https://behavioralhealthlink.com>

Overview

Behavioral Health Link GPS is a core module of the BHL Platform, an all-in-one, cloud-based software solution designed to act as "air traffic control" for local, state, and national behavioral health crisis services. The platform is compliant with 988 data protocols and aligned with SAMHSA's National Guidelines for Behavioral Health Crisis Care. The software is specifically engineered to coordinate the entire crisis journey, from the initial call to follow-up care.

Key Features and Capabilities

GPS-Enabled Mobile Crisis Dispatch: Automatically identifies and dispatches the closest mobile crisis response team to the individual's location, significantly reducing transit and response times.

Real-time Location Tracking & Monitoring: Dispatchers can track mobile team members throughout the encounter via the BHL Dispatch Monitor, ensuring safety and real-time status updates.

Crisis Call Center Hub: Includes an embedded, 988-ready risk assessment tool to guide call agents' conversations and quickly determine the appropriate level of care.

Real-time Bed Registry: Allows for the visualization of statewide bed capacity, suggesting the closest facilities with available beds and matching admission criteria.

Mobile Assessment & Documentation: Provides clinicians with industry-standard assessments and enables real-time documentation and recommended interventions in the field.

Enhanced Safety Features: Built-in protocols include electronic staff check-ins and a silent emergency escalation method to contact 911 or the dispatch center if needed.

24/7 Outpatient Scheduling & Referrals: Facilitates electronic sending, receiving, and tracking of referrals, connecting callers to the next step of care before ending the call.

Performance Dashboards: Offers state and local officials access to real-time reports and dashboards for monitoring key performance indicators (KPIs) and identifying service gaps.

Follow-up and Safety Planning: Includes a module for integrated case management, ensuring continuity of care from crisis stabilization to post-crisis recovery.

Target Users and Use Cases

The BHL Platform is primarily used by governmental and large healthcare organizations, including Cities, Counties, States, Certified Community Behavioral Health Clinics (CCBHCs), and Crisis Call Centers. The main use case is implementing and managing a comprehensive, integrated **988 Suicide & Crisis Lifeline** response system that coordinates mobile crisis teams, call center triage, and facility placements.

Key Features

- GPS-Enabled Mobile Crisis Dispatch
- Real-time Bed Registry
- Crisis Call Center Hub with Risk Assessment
- Real-time Performance Dashboards
- 24/7 Outpatient Scheduling & Referrals
- In-Field Mobile Documentation
- Electronic Staff Safety Check-ins
- Follow-up and Safety Planning Module

Pricing

Model: enterprise

Pricing is not publicly disclosed and is typically negotiated on an enterprise level based on the size of the organization, the number of modules implemented, and the scope of the state/county contract.

Target Company Size: medium, enterprise

Integrations

988 Lifeline, EHRs (Electronic Health Records), Apple Maps

Compliance & Certifications

HIPAA, 988 Data Protocols, SAMHSA National Guidelines

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