



Behavioral Health Link

A cloud-based "air traffic control" software platform for coordinating and managing state and local behavioral health crisis services, aligned with 988 protocols.

<https://behavioralhealthlink.com>

Overview

The BHL Platform, developed by Behavioral Health Link (BHL), is a groundbreaking, cloud-based software solution designed to coordinate and manage behavioral health crisis services for state and local government agencies, call centers, and large healthcare providers. Often described as "air traffic control" for crisis situations, the platform ensures rapid and appropriate connection for individuals in crisis, from initial call to final placement.

The system was entirely rebuilt in 2021 as a modern SAAS Enterprise Product, leveraging a Microsoft Azure data center, Angular frontend, and a .NET API backend using C# to ensure enhanced security and a browser-based application. The platform is clinically driven, aligning with the SAMHSA National Guidelines for Behavioral Health Crisis Care and compliant with all 988 data protocols. Its core functionality is centered around reducing response times, alleviating strain on emergency rooms, and shifting crisis response from law enforcement to a health-centered approach.

Key Features

Call Center Hub: An intuitive tool to help agents navigate complex crisis calls, de-escalate crises, and ensure engagement with the caller.

Mobile Crisis Response (GPS Enabled): A mobile module for clinicians to conduct industry-standard assessments, perform real-time documentation in the field, and includes built-in safety features like electronic staff check-ins and a silent 911 call function.

Real-time Bed Registry: Allows visualization of statewide bed capacity and suggests the closest available facilities matching the caller's admission criteria, eliminating the need for faxes or phone calls for referrals.

24/7 Outpatient Scheduling: Provides the caller with their next step before hanging up, locating the closest providers and tracking electronic referrals.

Performance Dashboards: Offers real-time reports and dashboards for state and local officials to inform decisions, justify funding, and identify service gaps.

Follow-up and Safety Planning Module: Supports the entire crisis journey from beginning to end. BHL is a HIPAA-compliant business associate, ensuring the protection of patient health information (PHI). The company was founded in 1998. [cite: 1 from first search]

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- Call Center Hub
- Mobile Crisis Response (GPS Enabled)
- Real-time Bed Registry
- 24/7 Outpatient Scheduling
- Performance Dashboards
- Follow-up and Safety Planning Module

Pricing

Model: enterprise

Pricing is custom and available upon request, targeting state and local government agencies, call centers, and large healthcare providers.

Target Company Size: enterprise

Integrations

EHR Systems (via Interoperability/API)

Compliance & Certifications

HIPAA, 988 Data Protocols, SAMHSA National Guidelines