



ADULT PSYCHIATRIC ACCESS LINE (APAL)

## Adult Psychiatric Access Line (APAL)

APAL, a program of **HealthHaven**, is a statewide consult and care navigation program designed for providers treating adults struggling with behavioral health concerns. APAL supports providers with access to specialized mental health services and prepares primary care and emergency clinicians for the behavioral health needs of their patients through trainings and education.



**DBHDS**   
Virginia Department of Behavioral Health  
and Developmental Services

Support DBHDS  
Funding Requests



All 133 Virginia localities are  
federally-designated Mental Health  
Professional Shortage Areas.

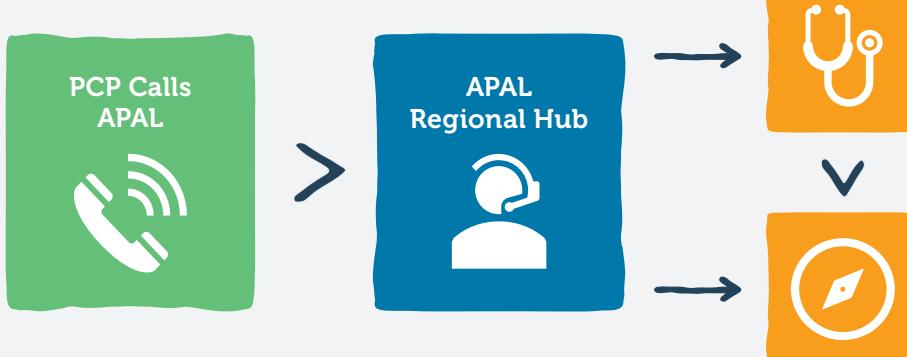
*Virginia Health Care Foundation, 2024*

### The Problem: Too Few Providers

Despite sizable investments at the state and federal level, Virginia's capacity is constrained across the Commonwealth's continuum of behavioral health care. There are not enough specialized healthcare providers to meet patient demand for **behavioral and mental health services**. Virginia faces significant challenges in developing specialized solutions to reduce adverse health outcomes related to substance use disorders.

### The Solution: APAL

With the support and resources provided by APAL, healthcare providers, particularly those in primary care and emergency settings, will have the tools and knowledge to help effectively diagnose, prescribe, and assist patients in navigating behavioral healthcare. APAL's care model is based on three components: **provider education trainings** on screening, diagnosis, management, and treatment of adult behavioral health issues; access to **telephone consultations** via regional hubs comprised of addiction medicine specialists and psychiatrists, psychologists, social workers, and prescribing providers; and **care navigation assistance** to help identify additional regional behavioral health services and resources.



**Psychiatric Consult Team**  
• Returns call to PCP  
• Enters outcome data  
• Refers to Care Navigation as needed

**Care Navigation**  
• Works directly with patient  
• Tracks outcomes and follow-ups  
• Resource database maintained