



Medical Center Gains Patients by Adding Behavioral Health Services with PMC Telehealth

“Now that we have a behavioral health provider, we’ve had a lot of patients switch back to us. It’s been really good having PMC here.”

Jamie Wollesen, RN

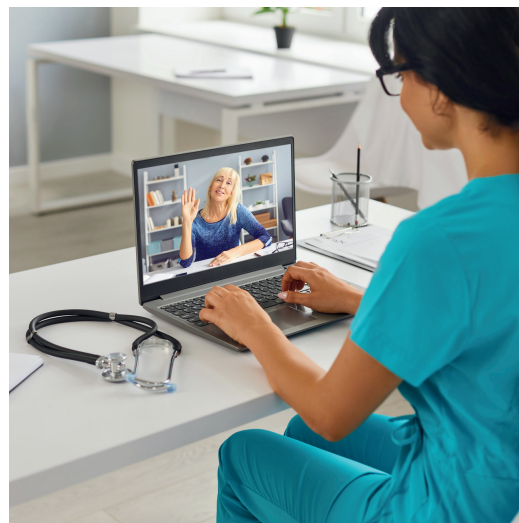


Case Study: Mountrail County Medical Center + PMC

Mountrail County Medical Center in Stanley, ND provides emergency and primary care, along with clinical and social services to a community of more than 15,000 residents. The medical center, which opened in the 1940s, remains rooted in the mission of providing quality health services to Mountrail County and the surrounding area. Without any dedicated behavioral health providers at the medical center, patients who were experiencing mental health challenges, like depression, anxiety and suicidal thoughts, were routinely referred out to other health systems, some more than an hour away.

“A lot of our cases before PMC were usually referred out,” said Jamie Wollesen, a nurse who’s worked at Mountrail County Medical Center for 10 years. “We didn’t have much locally, aside from some visiting providers who would come here, but they were far and few between.”

Many patients with symptoms of a mental disorder who came to the medical center’s emergency room and clinic waited days, or in some cases weeks, to see a behavioral health provider in another county. The medical center’s staff did the best they could with the resources they had.



"It was stressful, but our providers would treat them the best they could and often trial-and-error certain medications to see if it would help," Wollesen said.

Mountrail County Medical Center partnered with PMC in July 2023 to access a psychiatric provider who could assess and counsel patients via telehealth and provide medication management two days a week. Slots with PMC's provider filled up quickly and soon the medical center expanded services to three days a week. The addition of a behavioral health provider brought many patients who were receiving care in other counties back to the medical center.

PMC Provider Connects with Patients & Staff

"Now that we can offer treatment here we've had a lot of patients switch back to us," Wollesen said. "That's been especially good during the winter travel season. They don't have to drive nearly as far."

Wollesen routinely works with PMC's provider, Rosalyn Geier, a board-certified psychiatric nurse practitioner. She said patients enjoy Geier's "bubbly personality" and kindness. PMC is proud to partner with health systems like Mountrail County Medical Center and increase access to behavioral health care in communities across the country. Contact us today to learn more about the services and solutions we offer hospitals and clinics.

Learn How PMC Can Help Your Health System

Modernize your approach to behavioral health. PMC Telehealth reduces pressure on medical providers, decreases staff stress, and enables your organization to provide around-the-clock behavioral healthcare to all ages.

**We provide timely assessments to identify the best treatment for your patients.
We partner with:**

**Large Acute Hospitals
Critical Access Hospitals
Psychiatric Hospitals
FQHCs, RHCs, CAHs**

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