

Mend’s Walk-In & Crisis Care Workflow

Access. Action. Accountability. All in one flow.

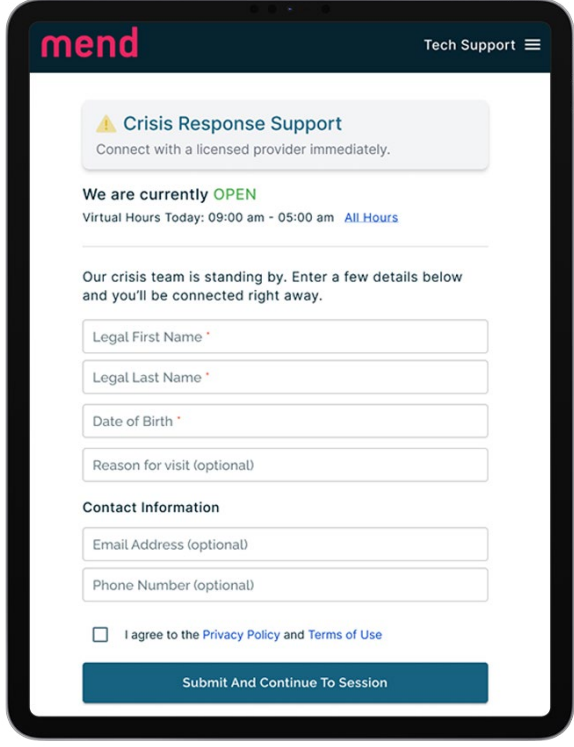
Meet People Where They Are — And Keep Them in Care

Behavioral health orgs are stretched thin. Same-day access, 988 responses, mobile crisis calls—it’s more than most systems were built for.

That’s where Mend comes in

Our Walk-In & Crisis Care Workflow connects the dots between who needs help, who’s available, and what happens next. No paper shuffling. No system-hopping. Just support—right when it’s needed.

Patient Access, Made Simple



Join Instantly

QR code on a poster. Link on a tablet. No portals. No barriers.

Ask Less

Enter as little as name + DOB. Crisis visits ask less to keep you moving.

Connect with a Real Provider

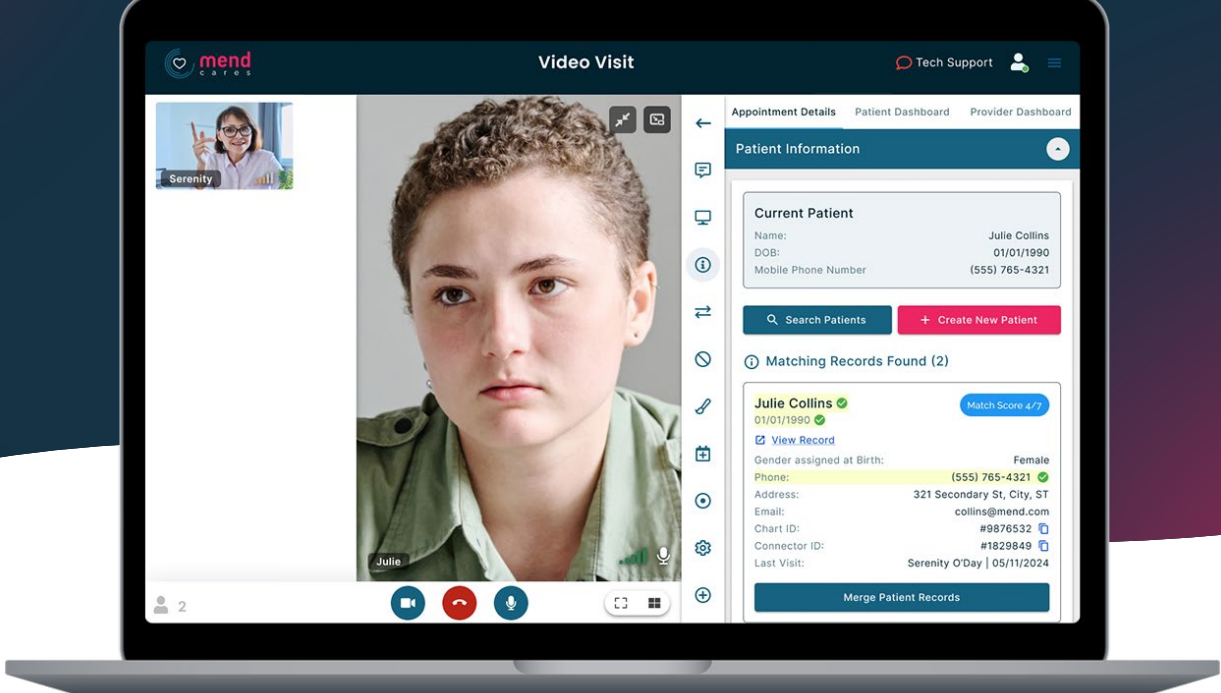
Instant routing to staff via Mend or your telehealth platform of choice.

Complete Forms If Needed

Screeners, consents, safety plans—all tailored to visit type.

Staff Workflows That Flow

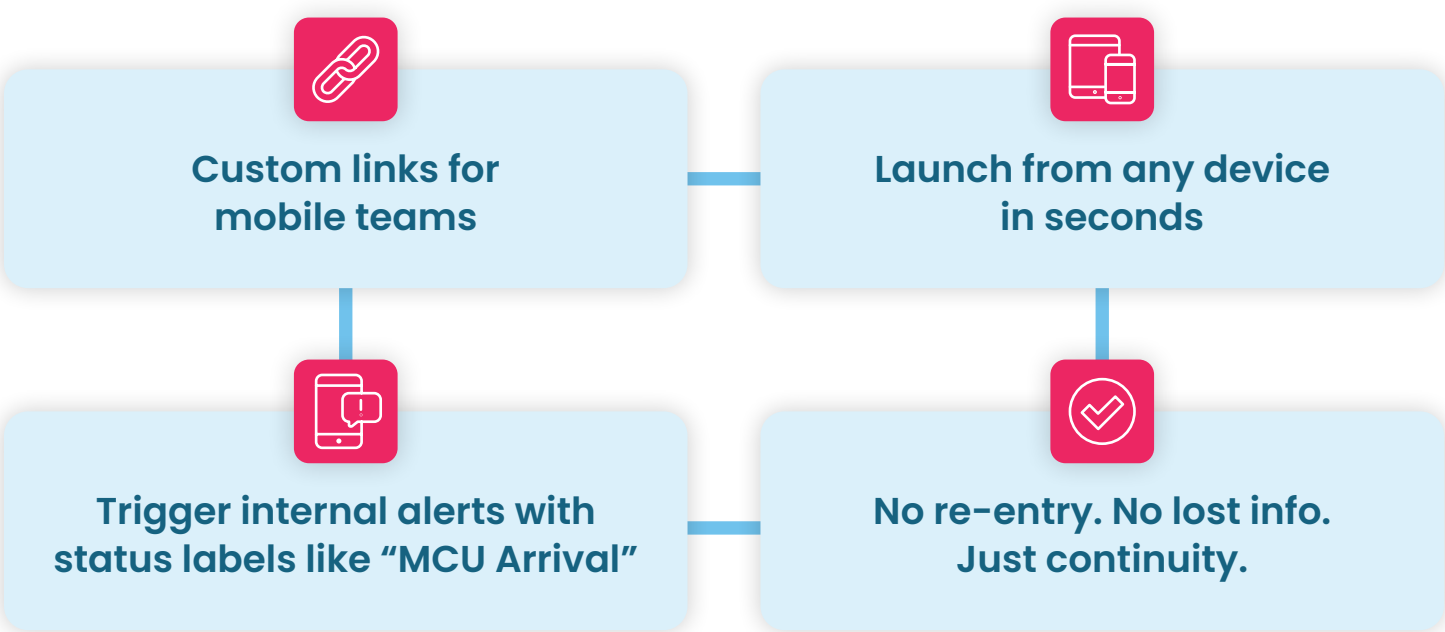
- ✓ **See New Visits in Real Time**
Transfer Queue shows new arrivals and who needs what.
- ✓ **Match to the Right Patient**
Smart scoring prevents duplicates and guesswork.
- ✓ **Assign the Right Tools**
Launch screeners or forms live during the visit—or send them to the portal.
- ✓ **Transfer the Visit, Anytime**
Route to the next step in care instantly—your org defines what happens when.
- ✓ **Track Documentation & Follow-Through**
Everything ties back to the record and Mend’s MBC tools.



From the Field to the Follow-Up

Field Teams → Clinic Staff

Crisis doesn’t end at the handoff—Mend keeps it connected.



Tailored to You

- Branded Links & QR Codes**
Create unique workflows for outpatient, crisis, or field-based care.
- Custom Intake Fields**
Choose what’s required for each link—name, DOB, pronouns, visit reason, and more.
- Set Hours & Routing Rules**
Control availability windows and direct visits to the right teams.
- Personalized Greetings**
Include safety language or next steps to guide patients with care.

Built for Real-World Crisis Care



Mend gives your team the tools to respond quickly, document clearly, and ensure no one slips through the cracks.

Let’s Build the Workflow Your Community Needs



Ask your Mend rep how to activate or customize Walk-In & Crisis Care for your org.