

# VSee Deploys LA County Telehealth for 800+ Providers in 7 Days



LOS ANGELES COUNTY  
**DEPARTMENT OF  
MENTAL HEALTH**  
hope. recovery. wellbeing.

● Large County Government

**Use-Cases:** Mental Health

## Problem

The Los Angeles County Department of Mental Health is the largest county-operated mental health department in the United States. It directly operates 85+ programs and contracts with close to 1,000 organizations and individual practitioners. LA County needed a flexible platform they could deploy to both in-house programs and contracted providers, which could be centrally managed, yet allow for customizations at the individual provider level. Moreover, LA County works with difficult populations including low-income families, seniors, juvenile offenders, and the homeless. This requires a very simple patient experience and an innovative technology partner to work closely with them to solve unexpected problems.

## Solution

VSee's comprehensive no-code, low-code platform allows LA County to provide a simple, uniform telehealth experience to its 1.2M residents in need of mental health services, while tailoring for the needs of its different programs and practitioners.

It made it possible for the VSee team to successfully deploy 800+ individual waiting rooms under the LA County brand in 7 business days, including the onboarding of 800+ providers.

VSee works closely with LA County to provide technical solutions to increase adoption and reduce manual overheads, including

- ✓ Customized intake with built-in telemedicine consent
- ✓ Anonymized group call + multiple provider scheduling with individual intakes
- ✓ One-click functionality to dispatch, book, and confirm a specialist
- ✓ Kiosk-style telemedicine stations in juvenile centers and resource centers for residents without appropriate mobile devices
- ✓ Custom reports to analyze and track KPIs across its various programs and practitioners.

## Outcomes

### Go-live



Went live in 7 business days

### Automation



Reduce manual overheads with features that automate manual work

### Scalability

**800+** **< 7 DAYS**  
**PROVIDERS**

Onboarded providers in 7 business days



*"we're seeing thousands of more clients every month—new ones, and we're billing billing actually much more—millions of dollars more every month since we've shifted to remote work [and VSee]"*



**Marc Heiser, MD, PhD**

Telehealth Medical Director, Los Angeles County  
Department of Mental Health

## Differentiators



**Ready-built platform**



**Onboarding & Training  
Academy**



**No-code customizations**



**Fast time-to-market**



**Strategic Partnership**