



Health Services
LOS ANGELES COUNTY

FAQs

Who can call PROMISE?

- Any provider providing care or support to pregnant and postpartum patients, both inside and outside of LA Health Services.

Who answers the phone?

- A trained PMHSUD specialist who can talk you through the answers to your questions.

What happens when the call is over?

- You can decide whether to carry out what you learned during your PROMISE consultation; the choice is yours!

Do I need to document the call?

- Ideally, you would include the recommendations you decided to follow in the patient's medical record.

Can I call more than once about the same patient?

- Absolutely! You can call as many times as you need.

What happens if my patient is really complicated?

- For LA Health Services patients, we can schedule a one-time evaluation with a PROMISE team member, who will then contact you to discuss next steps for care.

Does my patient have to give consent for me to call PROMISE?

- Ideally, yes, your patient would give consent, but it is not essential because we are not sharing protected health information (PHI).

Is the consultation confidential?

- Yes, like all our work in healthcare, it is confidential and Health Insurance Portability and Accountability Act (HIPAA) compliant.

Can my patient call PROMISE?

- PROMISE is only for providers; here are other resources that patients can call for help:
 - National Maternal Mental Health Hotline: 1-833-TLC-MAMA (1-833-852-6262)
 - Sana Sana Peer Support Program: 1-800-823-SANA (1-800-823-7262)

Can PROMISE take over the care of my patients with PMHSUD?

- We're here to help you manage your patients in the medical home, so we're consultation only. We are not a clinic that can provide ongoing care.

Can I call PROMISE if my patient is in crisis - for instance, having serious suicidal thoughts?

- The PROMISE line is NOT a crisis line - in the event of an emergency, please call 988, 911, or follow clinic protocol to get the patient to the Emergency Room.

Program questions can be emailed to promise@dhs.lacounty.gov



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