

MIND 24-7 Invests in New Technology to Strengthen Behavioral Health Care and Expand Access

New technology infrastructure will support MIND 24-7 clinicians and team members while strengthening connections across the communities and partners they serve

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-- MIND 24-7, an Arizona-based provider of 24/7 walk-in behavioral health care for children and adults, is investing in a new integrated technology infrastructure to better

support the people at the center of its care model, from patients and families to clinicians, team members, and the community partners who help connect people to care.



MIND 24-7 has selected Netsmart and its CareFabric® platform to advance the technology infrastructure that supports its 24/7 behavioral health care model. The investment will expand integrated capabilities across clinical and operational functions, giving clinicians and team members greater access to the tools and information that support high-quality care while building additional capacity to serve patients, partners, and communities as MIND 24-7 continues to grow.

"Everything we do at MIND 24-7 is centered on the people we serve," said Jim Wescott, MS, RN, Chief Executive Officer of MIND 24-7. "People come to us during some of the most difficult moments in their lives, and we want every part of their experience to reflect the care and compassion they deserve. As we grow, we're investing in technology that helps our teams continue to deliver on that commitment."

Supporting the People Who Deliver Care

MIND 24-7 provides walk-in behavioral health services for children, adolescents and adults, with locations open 24 hours a day, seven days a week. Supporting care around the clock requires clinicians and team members to have timely access to information and technology that keep

pace with patients' needs.

As part of the transition, MIND 24-7 will implement the Netsmart myAvatar® electronic health record for behavioral health and addiction services. The organization will also integrate medication management, consumer engagement, telehealth, interoperability, revenue cycle management, and quality and compliance capabilities from the broader CareFabric platform.

For clinicians and team members, a more connected technology environment is intended to reduce unnecessary complexity, streamline processes, and improve access to the information needed to support clinical decision-making and patient care.

MIND 24-7 will also implement Bells™ Quality Coach, which uses artificial intelligence to support documentation compliance and quality reviews. The technology aims to help clinical and compliance teams conduct more efficient audits and timely reviews while supporting consistency in clinical documentation.

Strengthening Connections Across the Behavioral Health Community

MIND 24-7 operates within the community network, providing an immediate point of access to behavioral health care for hospitals and health systems, schools, first responders, health plans, providers, and community organizations. Strengthening the technology behind that model can support more connected workflows and information exchange across care teams and the organizations that work alongside them.

Through the Netsmart interoperability capabilities, MIND 24-7 will support more seamless data exchange across care teams. Consumer engagement technology will also help enable patients to securely access their health information and initiate telehealth visits directly through a patient portal.

The goal is a more connected experience for the people delivering care, the organizations that help individuals find care, and, most importantly, the patients and families who need it.

“We believe MIND 24-7 is a key player in the movement to expand and expedite access to urgent mental healthcare,” said Kevin Mallot, SVP and Managing Director, Human Services, Netsmart. “Its innovative approach is helping transform how individuals and families receive mental health and crisis services in the communities it serves. We are honored to collaborate with MIND 24-7 and provide an intelligent technology platform with AI capabilities that can support its continued growth and extend its life-changing impact into new communities.”

Building the Infrastructure to Reach More People

As MIND 24-7 continues to grow, the organization is investing in technology that can scale alongside its services and reach. The integrated behavioral health platform will strengthen coordination across the organization and help MIND 24-7 deliver its model of high-quality, immediate-access behavioral health care to more people and communities.

“Our growth has always been driven by the need for greater access to behavioral health care,” Wescott said. “As we expand, we’re making deliberate investments that support our clinicians and team members, our partners and the patients and families who depend on us. We want to grow in a way that preserves the quality, compassion and responsiveness that define MIND 24-7.”

The investment reflects MIND 24-7’s broader growth strategy, pairing expansion with the clinical and operational capabilities needed to sustain its care model at scale. As the organization enters new markets and expands its services, this foundation will help extend immediate access to behavioral health care while preserving the experience and standards that have defined MIND 24-7.

About MIND 24-7

MIND 24-7 provides walk-in behavioral health care for children, adolescents and adults experiencing urgent mental health needs. With locations open 24 hours a day, seven days a week, MIND 24-7 offers immediate access to clinical assessment and a range of services, including Express Care, Crisis Care, and ongoing outpatient treatment through its Intensive Outpatient Program (IOP). No appointment is required for initial services.

For more information, call or text 844.646.3247 or visit MIND24-7.com and connect with us on [LinkedIn](#), [Instagram](#), or [Facebook](#).

About Netsmart

Netsmart is an industry-leading health care technology organization empowering providers to deliver value-based care to the individuals and communities they serve. The Netsmart CareFabric® platform serves as a unified, connected framework of solutions and services for human services, post-acute, payer and public sector communities. Together with their clients and Marketplace vendors, they develop and deliver innovative technology, including electronic health records (EHRs), interoperability, analytics, augmented intelligence (AI), population health management and telehealth solutions and services that assist organizations in transforming the care they deliver. The result has helped make a positive impact on the lives of more than 165 million individuals.

For more than 55 years, Netsmart has helped provider organizations in their efforts to improve the health and well-being of the communities they collectively serve. To learn more, visit ntst.com.

Yaninn Benoit

MIND 24-7

communications@mind24-7.com

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