



Health Services  
LOS ANGELES COUNTY



# PROMISE

## ***PERINATAL RESOURCES TO OPTIMIZE MENTAL HEALTH INTERVENTIONS & SUBSTANCE USE TREATMENT EXCELLENCE***



**PROMISE** is a provider-to-provider consultation line where any provider can get assistance in how to assess, diagnose, and treat pregnant and postpartum patients who may be experiencing substance use and/or mental health symptoms.

### CONTACT PROMISE FOR CONSULTATIONS ON:

Assessment

Diagnosing

Treatment

Resources

Medication Questions

Available to all Providers within and outside of  
LA Health Services PROMISE Consultation Line

**1-833-374-4MMH**

Monday - Friday 8 a.m. - 5 p.m.



For more information on the scope of provider-to-provider consultation, please scan the QR code.



@WeAreLAHealth | @LAHealthEnEspanol

***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](mailto:promise@dhs.lacounty.gov)



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