



## NEWS RELEASE

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### FOR MORE INFORMATION

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**What to do when your non-binary child with anxiety will only speak with a non-binary provider- but you can't find any? Or you think your depressed child, who is Black, would 'do better' speaking with a Black provider- but there aren't any in your area? (2% of psychiatrist identify as Black)**

**North Carolina nonprofit Transmission Mental Health embraces creativity and technology to help clinics engage with depressed and stressed adolescents who only want to talk to "someone like me."**

*Is this a revolutionary key to more inclusive and efficient healthcare?*

Chapel Hill, NC— Feb. 23, 2023 — Transmission Mental Health, a North Carolina nonprofit addressing the mental health crisis in adolescents, announced use of [Inclusive Intakes](#), a platform to further their mission of helping provide optimal care options for teens in need of mental health services.

### **Concept of Inclusive Intakes**

Inclusive Intakes is a novel platform that encourages adolescents to complete intakes on their phone, on their own time, before a mental health visit. They select a guide to lead them through an engaging intake process designed with a user experience that feels like TikTok or Instagram. Inclusion is front and center with patients choosing from a variety of recorded friendly guide choices representing diverse ethnicities, genders, orientations, and even languages. Intake questions ask a variety of information, from demographics to habits, to help provide healthcare professionals with a better idea of their patient's background and needs.

"We are listening to patients requesting and/or demanding to see, 'Someone like me, someone with a shared experience,'" said Bryan Krehnbrink, a mental health provider and founder of Transmission Mental Health, who came up with the idea of Inclusive Intakes. "There is a huge mismatch here with teens expecting diverse provider choices and desperate parents taking any appointment with any provider that takes their insurance. Everyone is working on recruiting and training providers of diversity, but it is going to many years before we see representation in clinics."

Inclusive Intakes believes their process for intakes provides patients with a more comfortable start to their treatment. “Teens are usually resistant, especially when answering basic intake questions, in their first appointment. We thought, maybe we could show some respect for who they are to see and make it more interesting for them. We are clear your guide isn’t who you will see in the clinic. The inclusive start breaks the ice and shows care and compassion” said Krehnbrink. Inclusive Intakes uses images, video and even appropriate memes. “If teens want images of puppies, kittens and latte-foam art with their questions, we are going to give that to them. We also offer some fun choices like an Aloha Ukulele intake and a stop motion intake. We believe in an engaging user experience and the concept of Mental Health, not Mental illness.”

Even for Krehnbrink, it’s been a transition to embrace the use of cell phones and other devices. “Asking adolescents questions in person or via telehealth usually leads to blank stares and brief answers, but we have found they are willing to answer questions in the app,” he said. “I’ve spent a lot of time telling teenagers to put their phones away, but post-pandemic, it’s how they feel comfortable communicating. Sometimes we need to adapt and meet them where they’re at.”

Much of the focus has been on the use of technology to build an engaging platform, but Inclusive Intakes also believes it can offer great value to the healthcare system by providing pre-charted information to overwhelmed providers. “Change in healthcare only comes with increased efficiency, and we give providers a head start on the visit. We believe we could save providers an hour of charting a day,” said Krehnbrink. In addition to streamlining the intake process, the platform could improve the initial interpersonal dynamic between a healthcare provider and their patient. Krehnbrink explained the system changes provider behavior from heads-down disengagement while recording data to heads-up active engagement with the information recorded and ready.

Transmission Mental Health also sees the opportunity to use Inclusive Intakes to protect the developing trust between the patient and healthcare provider by having the guide ask “perfect questions” that don’t make the patient uncomfortable or give them any possibility of feeling judged. For example, if a healthcare provider were to ask an adolescent if they used marijuana, it might send the wrong signal to the patient, creating a sense of distrust or fear from the start. With Inclusive Intakes, the guide, chosen by the teenager, is the one asking those initial questions, and the teenager knows the app is asking everyone that question and that it isn’t based on a provider’s own judgments or any preconceived notions.

### **Future Plans for Inclusive Intakes**

Transmission Mental Health is hoping to develop partnerships interested in advancing their concept by conducting a trial of Inclusive Intakes in a clinic or institution. They are also looking for an academic partner who has an interest in the concept of asking “perfect” questions. As Transmission Mental Health focuses on the technology and operations of the platform, as it evolves, they hope to get expert input from psychologists to ensure the language, content and questions asked remain as sensitive and effective as possible.

Should the initial Inclusive Intakes trial go well, the next steps would be for Transmission Mental Health to apply for grants for electronic medical record integration and a stand-alone application.

If you want to learn more or try an intake yourself, visit [InclusiveIntakes.com](https://InclusiveIntakes.com). Professionals and clinics interested in testing the platform can click the green “start” button and then “brief samples”.



Inclusive Intakes is an innovative platform for adolescent intakes ahead of their mental health appointment. This art is owned by Inclusive Intakes and is available to be shared in articles.

Bryan Krehnbrink, is the founder of Transmission Mental Health and came up with the idea for Inclusive Intakes.

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### **About Transmission Mental Health**

Transmission Mental Health is a 501c3 nonprofit organization in North Carolina with a mission of inclusive care for adolescents struggling with their mental health. Their goal is to become the gold standard for all intakes across the country. They would like to see the data collected guide treatments and help with ideas fostering mental health for adolescents.

### **About Inclusive Intakes, Inc.**

Inclusive Intakes Inc. developed a software as a service platform for collecting information from patients before a medical visit. They are currently donating the use of the platform to Transmission Mental Health.

### **Additional topics founder can comment on:**

- Can technology with intakes reduce bias by asking perfect questions?
- Are adolescents more honest with their devices then with providers?
- Can inclusion be incorporated into technology?
- What are challenges with mental health telehealth?

- Why are adolescents stressed and depressed? Everyone is trying to treat but maybe we should collect data about the why?