

**Wellness Center****Virtual Mental Health Kiosk**

Consumers of the Wellness Center  
300 E. 15<sup>th</sup> Street, Merced, CA  
(209)-381-6874

**Project: *Virtual Mental Health Kiosk***

**Overview:** This kiosk will be touch screen based computer system that will give consumers access to mental health diagnoses/MH education, medications and other community based resources to help them with their needs with simple touch of a finger.

**Why is there need for this kiosk? (A).** Consumers tend to have problems understanding what there diagnosis is or what does a certain medication do for there mind set. With this kiosk consumers can sit down and better understand there diagnosis and what medications they are taking. In life when we come down with a illness or physical/mental condition we want to understand what is going on and know how to treat the specific issues. Why not apply these factors into people with mental illness. This would give consumers better knowledge of possibly the signs and the symptoms of possibly when a episode may occur. **(B).** In the community there are several different support systems such as Love inc, Salvation Army, Merced Rescue Mission and the D Street Homeless Shelter. Often consumers do not know where and how to gain access to these resources. With the kiosk consumers will have the chance to press a button and access this information. With the community resources their will contact information of each organization and how to apply or receive services.

**Accommodations:** This system will have languages in English, Spanish and Hmong. There will be both verbal and typed communication for users to get their information from. For those

who are hearing impaired there will be a headphone jack for users to plug their headphones in. The software that will come with this system will allow those who are visually impaired to enlarge the text on the screen.

**What if I don't know how to use the kiosk or computer?** There is a computer lab with Consumer Assistant Workers or Consumer Aides at the Wellness Center that will provide you with training on how to use the computer and the kiosk. In addition the software on the kiosk will be user friendly that will guide you step to step on how to use the kiosk.

**Locations:** The primary locations would be at the Wellness Center both in Merced and Los Banos and the 13<sup>th</sup> street clinic. Eventually if this system is adopted by mental and the community. The consumers are wanting to place this kiosk at local gathering places like Wal-Mart, Target or grocery stores.

**Are we reinventing the wheel with this kiosk?** No, we are going with the flow of technology. With mental health going with electronic client charts this system is going with the idea of fast and easy accesses to mental health diagnosis information, medications and community based resources. This type of idea and technology is already being used with the Redbox rental DVD system. This system allows you to rent a movie for one dollar as opposed to going to movie rental chain paying five dollars for one movie. The Redbox system is so portable it is at grocery stores, 7-11's and Wal-Marts. This system is so easy to use even children are using this machine.

**Future uses of this kiosk: (A).** Possibly consumers will have a chance to access their own medical records and email their doctor or clinician about concerns that they have with their diagnosis. This email system is currently being used by Kaiser Permanente Hospital. Doctors of this hospital actually respond to their clients needs. Possibly there may be a way to work out with the Medi-Cal system a way for providers to bill for these services. **(B)** For consumers who are wanting to become part of the mental health system there can possibly be a electronic intake program. This would allow providers more knowledge of the consumer before they actually do a face to face intake with the consumer.

**What type of equipment/materials will be needed to create the kiosk?**

1. Touch Screen Computer-Flat Screen, Computer Tower-Large capacity hard drive-BestBuy

2. Have a wooden kiosk built to allow the screen and the tower to fit into the kiosk-Find a contractor
3. Software-Purchase software that is going to be used for this system-Find Internet Sites that sell the software.

**Attachments:** This kiosk will come with a printer to print information out such as mental health diagnosis, medications or other community support information. In the later years there can be a flatbed scanner to scan documents for doctors or providers to read.

**Conclusion:** With this kiosk it will provide consumers with easy access to mental information with the touch of their fingers. This type of technology is already taking place with other types of media. By purchasing this software it will help consumers with better knowledge of their mental health diagnosis but also provide other supports to better their lives.