Bamboo Health

OpenBeds®: The Closed-Loop Referral Network Built for Behavioral Health

THE CHALLENGE

Individuals in need can often miss out on necessary care in the gaps between referral requests and accepted placement. Many systems still rely on phone calls, faxes, and email to access available bed registries and appointment information, so hours or days can pass before a referral is even acknowledged. Every delay increases the risk that a person disengages from care or, in the most serious cases, faces a real safety risk. Because most referral activity occurs outside a single connected system, organizations often lack a real-time view of capacity, referral outcomes, or where handoffs break down.

THE SOLUTION

OpenBeds® is Bamboo Health's behavioral health capacity management and referral solution. Providers see real-time availability for inpatient and outpatient treatment, send digital referrals in minutes, and communicate directly with the receiving care team, all within a single platform.

The following capabilities support every step of that loop:

Faster placements, less shift-to-shift friction with Saved Views:

Act on the right referrals already on screen at shift start, streamlining placement and saving time typically wasted on admin tasks like filtering and calling to check available bed registries.

Nothing falls through the cracks with Referral Notifications:

Access referrals directly from the patient record instead of losing them in email chains or invisible workflows, so care teams can respond in real time.

Full accountability across every handoff with Referral Management:

Use a single dashboard for status, messaging, and documentation so every step is visible and owned, empowering referring and receiving teams stay aligned instead of chasing each other down.

No facility left behind, regardless of tech sophistication, with eFax Referrals:

Built-in eFax means facilities that aren't networked yet stay fully part of the loop, so care coordination doesn't stall out at the one organization still using paper.

© 2026 Bamboo Health. All Rights Reserved.

OpenBeds can further connect and integrate workflows through additional solution offerings:

OpenBeds

Treatment Connection™

A public platform that lets individuals and families self-refer using an ASAM-based Addiction Treatment Needs Assessment.

Crisis Management System

Bamboo Health's end-to-end crisis management referral solution to speed time from behavioral health crisis to confirmed care.

Bamboo Intelligence Hub

Unifies physical and behavioral health events into one care workflow so teams can take action on timely capacity, demand, and outcomes data.

OUTCOMES

280,000+
behavioral health referrals processed

14,000
active care journeys monitored

98%
improvement in referral response time, a shift that directly translated to faster access to care for individuals in crisis

COMPLIANCE & CREDIBILITY

Bamboo Health operates in accordance with HIPAA, HITRUST CSF®, and 42 CFR Part 2 requirements, including encryption of data in transit and at rest. OpenBeds® is trusted by NIDA (which funded its original research), ASAM (co-developer of the Addiction Treatment Needs Assessment), Shatterproof, and NAMI, and was named to TIME's 2025 list of the World's Top HealthTech Companies, a MedTech Breakthrough Award winner, and a KLAS Points of Light honoree.

Contact Bamboo Health to see how OpenBeds can close the loop on every referral your organization sends.

Visit bamboohealth.com/contact

© 2026 Bamboo Health. All Rights Reserved.