

Wyoming Telehealth Network

April 2025 Provider Spotlight



Katrina Ferrell

1. When did you first hear about telehealth? How did you feel about it then? How do you feel about it now?

In my position as Lifeline Coordinator, I oversee and manage the day-to-day operations of the 988 Suicide and Crisis Lifeline that opened in August of 2020. We offer support for those experiencing suicidal ideation or are in crisis. 988 services are not telehealth but certainly fill the opportunity to serve people telephonically or electronically who are in distress. The 988 center I oversee is part of a larger agency, Central Wyoming Counseling Center. The first time I heard about telehealth was during COVID. With the mandates to isolate it was a game-changing feature to offer clients an opportunity to still maintain and address their mental health. I feel that the emergence and use of telehealth services are such a gift to those who are remote, disabled or otherwise have roadblocks where acquiring services can be a challenge.

2. When did you begin offering telehealth services?

What prompted the need to offer these services? At Central Wyoming Counseling Center, we had the ability to utilize telehealth, but it became forefront and center during COVID. This became an option CWCC could offer since access to services became more stringent and complicated.

3. What motivates you to continue offering telehealth services?

Telehealth and 988 services continue to be a convenient way for those who are struggling with their mental health to address it in real time or wherever they may be.

4. What is your proudest accomplishment with telehealth?

As I am not a therapist, I will address this from the perspective of 988. Although there are many great and rewarding experiences every day, I am thrilled that hopefully our contributions, along with all of the myriads of agencies and entities that work in suicide prevention, helped knock Wyoming out of the first-place title of most suicides per capita by state.

5. What advice would you give patients wanting to try telehealth?

For 988 I would encourage anyone who is experiencing suicidal ideation or needs support during a crisis to just call, chat, or text. Someone will be available 24/7 and will most likely be someone from Wyoming that is reached. For telehealth, I would encourage clients to speak with the agency or their mental health provider to see the benefits and if it would be an option or best fit.

6. What advice would you give providers wanting to start offering telehealth?

One of the most common comments made by rural callers who would like to try mental health services is that they do not want everyone to see their vehicle parked in front of the local mental health provider's office. Telehealth allows for more privacy and consistent access for these help seekers.

7. What was the biggest barrier in providing telehealth services? Have you overcome it?

For our 988 help seekers the biggest challenge has been the technology behind accessing telehealth. Many are afraid or apprehensive to try something new. We just take our time encouraging and walking our help seekers through expectations.

8. How do you think implementing telehealth now will affect how things will be done at your organization after the pandemic is over?

Telehealth needs to remain a viable option for help seekers. It has become a needed service within the spectrum of mental health support.

9. Do you have any telehealth hacks or tricks?

No tricks, per se, but definitely a champion of trying to get the word out. Whenever someone needs help, always tell them that telehealth services might be available and that 988 is a great immediate tool and we are always standing by.