Roles & Responsibilities | Emergency Department Flex
Avel eCare Facilitated Emergent Mental Health Assessment

	Local Team	eCare Team
Patient Medical Clearance	• Follow internal process for patient evaluation and initiate medical clearance	
Assessment Request	• Activate request by phone for Avel eCare Emergent Mental Health Assessment • Bedside RN to provide patient report • Request Interpreter, if applicable • Request Psychiatry & Nursing Support or Nursing Only Support	• Receive patient information and report • Confirm amount of time until video encounter will be initiated • Coordinate interpreter, if applicable
Patient Readiness	• Confirm readiness of telemedicine equipment • Complete patient readiness for encounter • Assist with troubleshooting when applicable	• Activate video encounter • Guide troubleshooting when applicable
Emergent Assessment	• Support in-room etiquette	• Complete emergent assessment
Disposition Planning	• Coordination and completion of collaborative call between bedside provider and Avel eCare Team • Request patient placement at external facility when applicable	• Initiate collaborative call • Initiate patient placement at external facility upon request
Post Assessment	• Coordinate patient transport arrangements as applicable • If Avel eCare patient placement is unsuccessful at external facility when required, bedside team will continue efforts for bed placement • Coordinate outpatient plan with patient when applicable • Confirm patient medical record is accurate and complete	• If transferring to an external facility, initiate patient placement upon request • If patient placement is unsuccessful at external facility, Avel eCare Team to hand continued placement efforts to bedside team • Complete medical record documentation

EHR Access

Avel eCare Behavioral Health Providers have read access to the local EHR to promote collaborative patient care.

Discharge Order & Summary

Discharge orders remain the responsibility of the bedside Provider.