

## FAQ's | Avel eCare Emergency Services: Behavioral Health Nurse Assessment Only

### **How can a Behavioral Health Emergent Assessment assist our Emergency Department?**

*As a part of emergency services, you have access to a psychiatric nurse to provide a behavioral health assessment. The assessment will include a suicide risk assessment, trauma screening, safety plan development and means safety counseling. After the assessment, the nurse will provide a handoff of information to the bedside provider. As part of nursing scope of practice, we are not able to provide medication management recommendations or diagnosis or make a decision on the disposition plan. The information collected however will allow your team to care for the individuals in the Emergency Department while we complete the information gathering.*

### **How do I activate the nurse assessment?**

*Call Avel eCare Behavioral Health directly by dialing 1-844-250-7302 to activate.*

### **Are there patient age restrictions?**

*There are no age exclusions, Avel eCare can support adults and pediatric patients.*

### **Does my patient need to be medically cleared before activating Avel eCare services?**

*The bedside provider is responsible for medically clearing the patient. Best practice is for this to be initiated prior to activating Avel eCare BH assessment team, results are not required for activation.*

### **Is a minimum BAC required to activate Avel eCare for an assessment?**

*Avel eCare does not require a minimum BAC due to different degrees of alcohol tolerance across patients.*

### **Can Avel eCare place a mental health hold or re-evaluate a mental health hold?**

*No, Avel eCare staff cannot act as the Qualified Mental Health Professional (QMHP). Follow your internal hold process.*

### **Can Avel eCare be the second witness on an affidavit?**

*No, Avel eCare does not assist with the affidavit process.*

### **What is the length of time once I activate Avel eCare to when Avel eCare will be on camera?**

*The video assessment will be initiated within 60 minutes of being notified via telephone by staff, with the average length of time less than thirty 30 minutes.*

### **What is the length of time for the assessment?**

*The time for the video assessment is from 30-60 minutes and is patient dependent based on the acute issue.*

### **Will Avel eCare help with patient placement once an Emergent Mental Health Assessment has been completed?**

*Yes, Avel eCare can initiate placement if requested, contacting up to 6 locations per encounter.*

### **Can Avel eCare assist with placement for a patient no longer in the Emergency Department?**

*No, once a patient departs from the Emergency Department Avel eCare can no longer assist with placement.*

### **Who is responsible for sending the patient information to an accepting inpatient facility?**

*The Avel eCare team will fax the mental health assessment documentation to the accepting facility. If additional information is required, e.g. lab results, the bedside team is responsible for providing the information.*

### **Will Avel eCare arrange patient transportation?**

*No, transportation is the responsibility of the Emergency Department.*

### **If my patient's mental health status has changed, can they be reassessed?**

*Yes, Avel eCare can be activated to reassess the patient if they remain Emergency Department status.*

### **Is therapy available for patients while they are boarded in the Emergency Department?**

*Initial therapy is not within scope of Avel eCare Behavioral Health.*

### **Will Avel eCare arrange outpatient follow-up care for my patient?**

*Avel eCare does not arrange for follow up care, this would be completed by the local facility's internal protocol.*

### **If we have Avel eCare Emergency services, can you see individuals on the inpatient units as well?**

*No, behavioral health assessments for inpatient units are a separate contracted service.*

### **Avel eCare does have psychiatrists available, can you describe this service offering?**

*Emergency Departments with our 24/7 Bolt On Service have access to Psychiatrists 24/7 to assist with disposition planning, diagnostic assessment, and medication management for individuals in the Emergency Department. If you are interested in this 24/7 Bolt On service, please contact an Account Executive.*