

Accessing eBehavioral Health Documentation Post-Encounter

For Community Agencies, Law Enforcement, Hospital Contacts, Referral Agencies

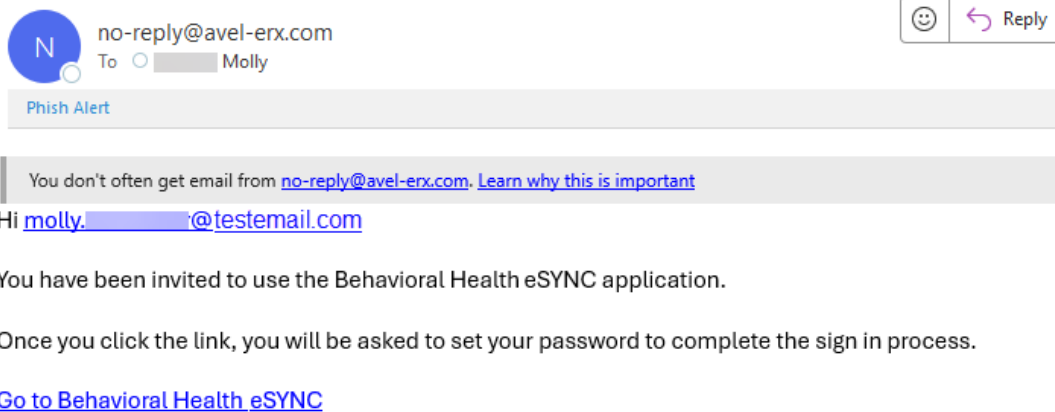
Continuity of Care is an important aspect for behavioral health:

- Activating Agencies will receive a copy of the report post encounter
- Community Agencies associated with an Agency will receive a notification when there has been a new encounter.

The below guides users to receive the continuity of care document.

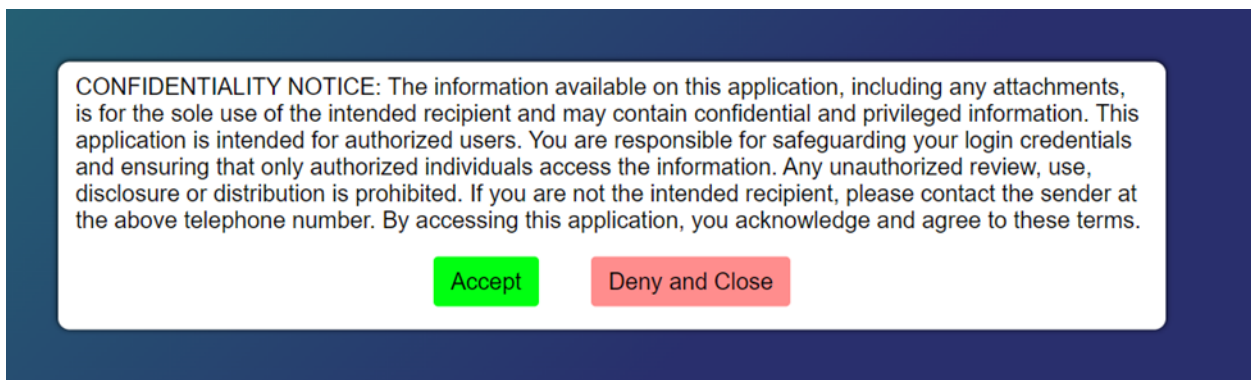
1. *Email Notification:* Following an encounter, a user will receive an email notification from No-reply@avel-erx.com. Please verify with your agency’s information technology team that this is an approved email sender so that the email does not go to junk or is not blocked by your agency’s email system.

Behavioral Health Application Invitation



The screenshot shows an email header from 'no-reply@avel-erx.com' to 'Molly'. A 'Phish Alert' banner is present. The body of the email contains a warning about the sender, a greeting to 'molly.@[testemail.com]', and an invitation to use the Behavioral Health eSYNC application. It includes instructions to click a link to set a password and a blue link labeled 'Go to Behavioral Health eSYNC'.

2. *Accept Invitation:* Please click on “GO to Behavioral Health eSync.”
3. *Confidentiality Notice:* Read and accept the confidentiality notice.

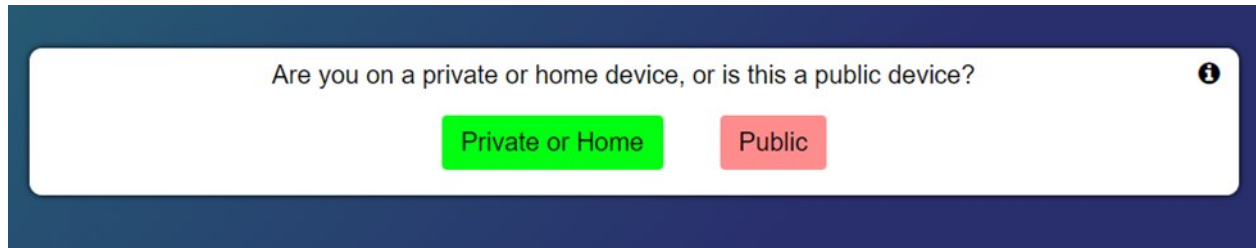


The dialog box contains the following text: "CONFIDENTIALITY NOTICE: The information available on this application, including any attachments, is for the sole use of the intended recipient and may contain confidential and privileged information. This application is intended for authorized users. You are responsible for safeguarding your login credentials and ensuring that only authorized individuals access the information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender at the above telephone number. By accessing this application, you acknowledge and agree to these terms." Below the text are two buttons: a green 'Accept' button and a red 'Deny and Close' button.

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4. *Private Device:* You will then be prompted to identify if you are on a private or public device. We ask you only access this information on private devices to protect the confidential nature of these reports. Choose Private or Home when on a private device.

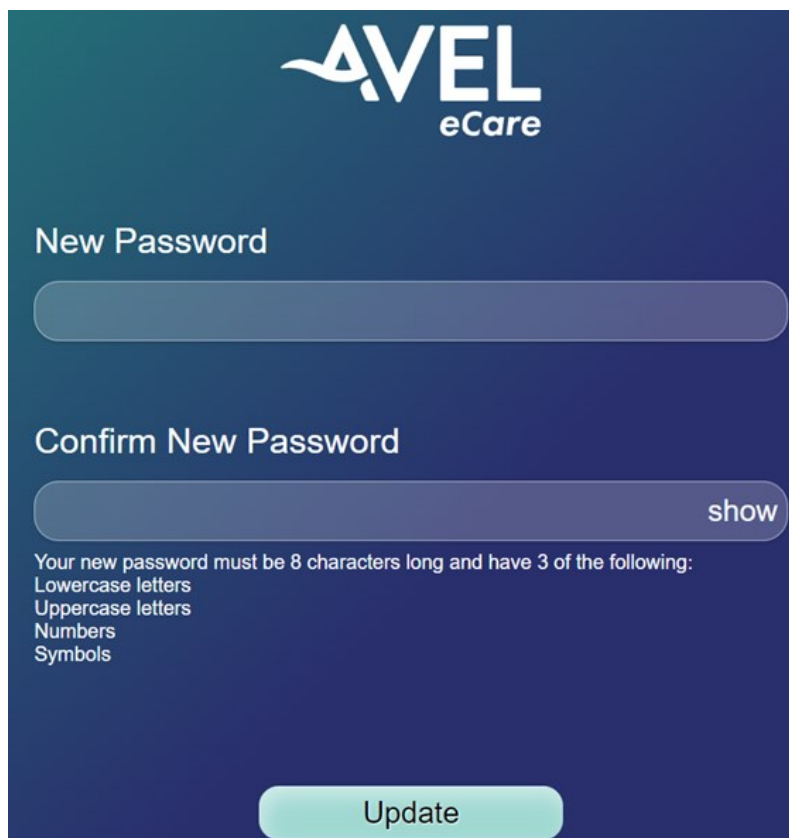


Are you on a private or home device, or is this a public device? ⓘ

Private or Home Public

5. *Set Your Password:* As a first-time user, you will then be asked to set your password. Passwords must have a minimum of 8 characters and have 3 of the following:

- Lowercase letter
- Uppercase letter
- Number
- Symbol



AVEL eCare

New Password

Confirm New Password

 show

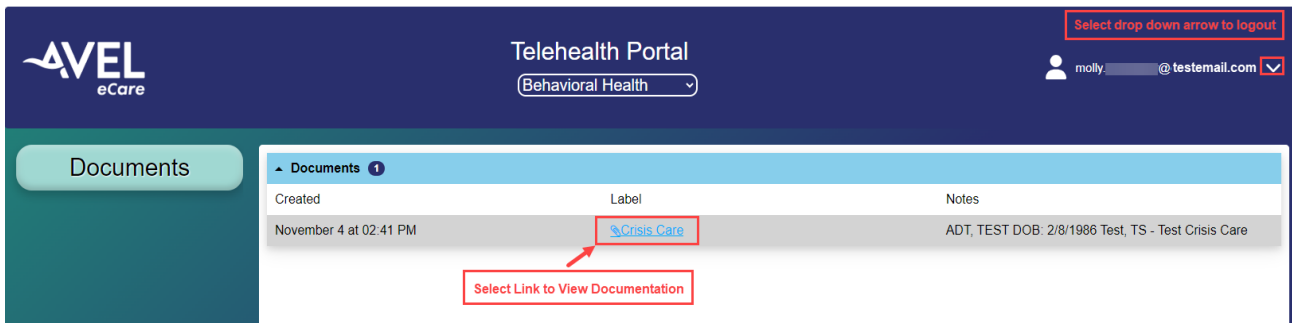
Your new password must be 8 characters long and have 3 of the following:
Lowercase letters
Uppercase letters
Numbers
Symbols

Update

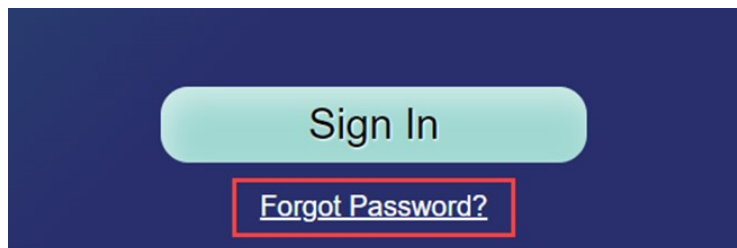
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6. *Accessing report:* After entering your password, you are now in the portal. In the portal you will see a list of reports of individuals sent to your agency. Click on the Label to view the report. From this screen, you can save the report or print the report.



7. *Forget Your Password:* For future logins, if you forget your password, choose reset password.



8. *Accessing reports:* Reports will remain in the portal for 45 days and then will auto-delete. Please contact your Account Executive if you need access to reports after that time.
9. *Follow-up Logins:* After you create your account, in future logins you will be asked to enter your password and then will skip to Step #6 to access your portal account and view reports.
10. *Website:* You can access the portal by clicking on the email when received or you can save this website to your computer. **<https://portal.avel-erx.com>**
11. *Follow-up Alerts:* When a user is sent a report, they will continue to receive alerts to create an account until the account is created.
12. *User groups:* We are not able to use distribution groups to receive notifications. Please notify the clinical team at Amber.Reints@avelecare.com or Erin.theis@avelecare.com if there are users you needed added or removed at any time.