
Scope of Service Guideline | Non-Law Enforcement

Protocol Guidelines

- Avel eCare Crisis Care is available 24/7 to support an emergent behavioral health assessment
- The assessment will include screening questions to assess for safety and services development of a safety plan to use when in crisis situations
- The Avel eCare Behavioral Health nurse will collect the assessment information and handoff to the activating individual
- Activating individual will determine disposition plan and enact safety protocols to maintain safety for the individual in crisis

Scope of Service Guideline

Scope of Service—Avel eCare

- Service is available 24/7
- Assessment is completed virtually with video and audio or audio only if indicated
- Avel eCare will assist the individual with de-escalation support
- Avel eCare will initiate a safety plan and send the safety plan to the activating individual; the activating individual is asked to transmit a copy to the individual in crisis
- Avel eCare will identify access to means during the assessment
- Avel eCare will provide clear and consistent communication of the assessment findings
- Avel eCare will complete documentation and send the documentation to the activating individual team within 60 minutes of the encounter

Scope of Service—Activating Individual

- Activating Individual will evaluate if individual needs immediate medical care and will contact emergency services for medical stabilization when indicated
- Activation individual will receive handoff
- Activating individual will obtain collateral information from emergency contacts if indicated and will inform emergency contacts of the assessment if indicated
- Activating individual will activate process of mitigating suicide risk by communicating access to means to collateral contacts to ensure safety
- Activating individual will make disposition decision based on findings of the assessment. Disposition decision may include remain in place, voluntary transport to a higher level of care or contacting law enforcement if an involuntary mental health hold needs to be initiated
- Activating individual will clearly identify to the Avel eCare team the disposition decision based on the assessment findings

Scope of Service—Activating Individual's Organization

- Organization will identify protocol for the activating individual to triage individual based on Avel eCare's assessment findings; protocol will assist the individual in determining next steps for disposition planning

Scope of Service—Community Partner

- Community partner will contact the individual in crisis to arrange outpatient care

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Benefits to Activating Individual's Organization

- 24/7 access to trained behavioral health professionals
- Decrease petitions filed for mental health holds

Benefits to Individuals

- Receive care from mental health professionals at the time of crisis, remain at home when safe to do so, and avoid hospitalization
- Avoid unnecessary health care costs, reducing the individual's financial burden
- Continue with regular daily routines (e.g. work, school, caregiving responsibilities)

Benefits to Governments

- Save state dollars by avoiding unnecessary admissions to a state mental health facility
- Save county dollars for unnecessary mental health holds
- Facilitate communication and coordination with community resources to identify best practices and operational efficiencies