FAQ's | Avel eCare Emergency Services with Behavioral Health Add-On

Is the phone number to activate Avel eCare the same number for both providers and nurses?
Yes, dialing 1-844-250-7302 will activate Avel eCare Behavioral Health providers and nursing.

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 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.

What does the nursing assessment include?
The assessment will include a suicide risk assessment, trauma screening, safety plan development and means safety counseling.

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.

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 in Emergency Department status.

Is peer-to-peer support available for providers and nurses 24/7?
Yes, peer-to-peer support is available for providers and nursing 24/7, independently or collaboratively.

How will the bedside provider be informed of cares provided by an Avel eCare Psychiatrist during a previous shift?
The Psychiatrist will complete a note. Confirm with your hospital leadership team on method of documentation availability (fax or interface).

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 services.

If an individual is on the medical floor, can we bring them to the Emergency Department to be seen?
No, Avel eCare can only provide support to patients within the Emergency Department registration status.

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.

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Avel's eCare services are billed based on encounters. The below outlines how encounters are tracked. An encounter is created each time Avel eCare is activated by a customer site.

Frequently asked questions about encounters:

If our service includes a nurse and a search for placement, does that count as only one encounter?

Yes, as that is one activation.

If Avel is asked to reassess a patient, does that count as an encounter?

Yes. We do reassess individuals based on your activation and this would be an additional encounter.

If a nurse or a provider has a question about a patient after the disposition has been decided, can they contact Avel to ask the question?

Yes. If we have closed the encounter and we restart a new a new encounter however, it is then a new encounter.

If we contact Avel eCare to facilitate placement on the following day after an encounter has been closed, does that count as an encounter?

Yes. When Avel eCare is activated for placement services, this counts as an encounter.