

FAQs

How is my primary physician involved in the care that I receive from Avel?

Our goal is to work with your primary physician. Each time you are evaluated by our Avel eCare Senior care provider, your primary physician receives a progress note, providing information about your visit and any care that was provided to you.

How much does it cost?

Access to this service is provided by your residential care facility at no expense to you.

Can my family be present when I see a provider over the video?

Certainly. We encourage your family to be present and involved in your care.

Will Avel eCare Senior Care staff honor my care wishes?

Absolutely. Avel eCare Senior Care is an active advocate for patient care and patient choice. Your local care staff work directly with Avel eCare Senior Care staff to convey established care plans and ensure your wishes are honored.

What is the Skilled Nursing Program?

The Skilled Nursing Facility program with Avel eCare Senior Care is a component of Avel's virtual health care center, nationally recognized for offering revolutionary telemedicine services. Avel Senior Care connects residents of skilled nursing facilities to specialized geriatric-trained clinicians via two-way video and video technology. This Skilled Nursing Facility program improves care by immediately connecting you to physicians and other specialized providers within the comforts of your home.

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**Skilled Nursing
Facility
Program**



How it Works

1 Your local team notices a change in your health and calls Avel eCare.

2 A video unit is brought to your room for a medical visit. This unit allows you to see and talk to the clinician as you would a normal in-person visit. It also has technology that allows the Avel eCare team to see the same real-time data provided by your local providers.

3 The Avel eCare clinician discusses a care plan with your local team. This care takes place in the comfort of your own room, if possible.

4 If necessary, changes to your treatment plan are communicated to your primary care provider.



Your Avel Care Team

Much like your local care providers, Avel eCare Senior Care is familiar with your unique needs.



Registered nurses board certified in gerontological nursing



Geriatric-trained physicians



Geriatric-trained pharmacists



Nurse practitioners of psychiatry



Certified nurse practitioners

How Avel can Help



The Skilled Nursing Facility program with Avel eCare Senior Care is an extension of your local care team. We provide:

- 24/7 access to geriatric-trained clinicians
- Access to see a clinician in the comfort of your own room
- Assistance with medication questions or other concerns
- Advance care planning consultations
- Behavioral Health assistance
- Coordinated care with primary care physician

What this Means for You

- Immediate access to health care services
- Enhanced quality of care and quality of life
- Earlier treatment for acute conditions, around-the-clock urgent care
- Avoidance of unnecessary transfers, so you can be cared for in your home by staff who know your unique needs
- Decreased chance for emergency room visits
- Less likelihood of being readmitted to the hospital