



# Virtual Crisis Care

## Frequently Asked Questions

**Q: Is this service available to local law enforcement?**

**A:** Yes! The Virtual Crisis Care program is available to local police departments, sheriff offices, and other law enforcement agencies who are looking to add virtual behavioral health crisis response services.

**Q: When is the service available?**

**A:** Virtual Crisis Care is available 24 hours a day, seven days a week, 365 days a year.

**Q: Is law enforcement responsible for purchasing tablets?**

**A:** No, tablets and associated software for the video visit are included as part of the program. Prior to going live with the service, law enforcement will be asked to test the tablet's video quality and connection in various parts of the county.

**Q: Who is responsible if the tablet is damaged or breaks?**

**A:** The tablets are outfitted with a rugged case to prevent accidental breakage. However, if the tablet is damaged or broken, a replacement will be provided as part of the program.

**Q: Is Virtual Crisis Care available to use in jails?**

**A:** Most counties have relationships with local mental health providers to provide crisis services to individuals in jail. Virtual Crisis Care does not replace this service, but is available during times when a local provider is not available.

**Q: How much does the service cost?**

**A:** The program has been designed to streamline delivery of services in a cost-effective manner. Specific pricing is determined based on the nature and scope of the contract, but the investment in the program pays for itself in the cost savings associated with a reduction in involuntary committals.

**Q: Who do I contact for more information?**

**A:** For more information on this program, please contact Avele eCare Business Development Director, Government Affairs Mark Johnston by phone at 605-929-5592 or [mark.johnston@avelecare.com](mailto:mark.johnston@avelecare.com).

