

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 clinician, 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 community 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 clinicians to convey established care plans and ensure your wishes are honored.

What is Virtual Senior Care?

Avel eCare Senior Care, a program of Avel eCare's virtual health care center, is nationally recognized for offering revolutionary telemedicine services.

Avel eCare Senior Care connects local staff and residents of assisted living and residential care communities to specialized geriatric-trained clinicians using a mobile cart with advanced technology.

WWW.AVELECARE.COM



AVEL | SENIOR
eCare | CARE

**Virtual Senior
Care at Your
Community**



Your Avel Care Team



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 Avel eCare Senior Living team is an extension of your local care team. It was designed to provide an extra layer of health care to active residents who may also be managing health conditions.

- 24/7 access to an RN
- Access to geriatric-trained clinicians without leaving your home
- Help with medication questions or concerns

What this means for you

Our goal is to help you maintain your independence as long as possible.

- Immediate access to health care services at home
- 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 by staff who know your unique needs
- Decreased chance for emergency room visits
- Less likelihood of being readmitted to the hospital

How it Works

1

When your local care team notices a change in your health, they will alert Avel eCare.

2

You can see and talk to an RN (and a provider if deemed necessary) as you would a normal face-to-face visit. It also has technology so the Avel eCare Senior Care clinicians can see the same real-time data provided by your local providers.

3

Avel eCare Senior Care staff will talk with you and your local team about a care plan.

4

If necessary, your regular provider will be notified of any changes to your care plan.