

FAQ's | Emergency Department

Is the phone number to activate eCare the same number for both providers and nurses?

Yes, dialing 1-844-250-7302 will activate eCare Behavioral Health providers and nursing.

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.

Are there patient age restrictions for utilizing eCare Behavioral Health?

In the Emergency Department there are no age exclusions, eCare can support adults and pediatric patients.

Does my patient need to be medically cleared before activating eCare services?

The bedside provider is responsible for medically clearing the patient. Best practice is for this to be initiated prior to activating eCare's BH assessment team, results are not required for activation.

Is a minimum BAC required to activate eCare for an assessment?

eCare does not require a minimum BAC due to different degrees of alcohol tolerance across patients.

Is therapy available for patients while they are boarded in the Emergency Department?

Initial therapy is not within scope of eCare Behavioral Health.

Is a consult to eCare order required to be entered in the EHR?

eCare does not require a consult order, eCare support is activated via a phone call. We defer to local leadership to determine if a consult order is required internally.

What is the length of time for provider peer-to-peer consults?

A provider peer-to-peer consult averages between 3-5 minutes.

What is the length of time for the eCare emergent mental health assessment with the patient?

The time for the video assessment is from 30-60 minutes and is patient dependent based on the acute issue.

What is the length of time once I activate eCare to when eCare will be on camera?

eCare's goal is to be on camera within 60 minutes of request, with the average length of time of less than 30 minutes.

What type of questions does the eCare assessment nurse ask during the Emergent Mental Health Assessment?

eCare utilizes a robust behavioral health questionnaire with evidence based screening tools (PHQ9 and Columbia) to assess the patient condition.

Are the video encounters recorded?

eCare video encounters are live feed and are not recorded.

How will the bedside provider be informed of BH cares provided by an eCare Psychiatrist during a previous shift?

The eCare Psychiatrist will enter a note within the patient medical record for all cares that can be reviewed.

How will I receive orders from an eCare Psychiatrist?

eCare Psychiatrists may collaborate with the bedside provider on order entry. eCare also has access to direct order entry within the EHR.

If my patient's mental health status has changed, can they be reassessed?

Yes, eCare can be activated to reassess the patient.

Will eCare help with patient placement once an Emergent Mental Health Assessment has been completed?

Yes, eCare can initiate placement if requested by the bedside team and when eCare has completed the Emergent Mental Health Assessment.

Who is responsible for sending the patient information to an accepting inpatient facility?

The eCare team will fax the emergent mental health assessment documentation to the accepting facility. If additional information is required, e.g. lab results, eCare will notify the bedside team who is responsible for providing the information.

Will eCare arrange outpatient follow-up care for my patient?

eCare does not arrange for follow up care, this would be completed by the local facility's internal protocol.

Will the patient receive a bill for this service?

Patients are not billed by eCare for any services.