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## Scope of Service Guidelines | Emergency

Avel eCare Behavioral Health's multidisciplinary team offers seamless integration in the local Emergency Department setting, aiding with working diagnosis, treatment, and discharge planning.

- On camera assessment and evaluation of patient for presenting symptomology, safety, and severity of patient illness using evidence-based assessment tools such as the PHQ9 and the Columbia Suicide Severity Rating Scale
- Determine the condition of the patient – chemical abuse, depression, anxiety, suicidal ideation, etc.
- Collaborative call with the local provider and eCare's psychiatrist, MSW and/or nurse to discuss recommended level of care, medications, and disposition planning
- Patient education such as verbal safety plan and means restriction for patients that will be discharged from the emergency department
- Assistance locating an admitting facility if no beds are available at the local facility
- Provider-to-provider consultation for other behavioral health related needs
- No age exclusions for patients in the Emergency Department