

## FAQ's | Medical Inpatient

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

- Yes, dialing 1-844-250-7302 will activate all use cases for eCare Behavioral Health Services.

### Is peer-to-peer support available for providers and nurses 24/7?

- Yes, peer-to-peer support is available for providers and nursing, independently or collaboratively.

### Are there patient age restrictions for utilizing eCare services?

- In Medical Inpatient Units, eCare provides support for patients 18 years and older.

### 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.

### Will I need to use video equipment for every eCare activation request?

- Peer-to-peer consults are commonly completed via phone between the bedside provider and eCare provider, without patient interaction. A direct to patient video encounter can be requested and is determined on a case-by-case basis.

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

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

### Are the video encounters recorded?

- eCare patient video encounters are live feed only and are not recorded.

### During a video encounter, how do we maintain privacy in a semi-private patient room?

- eCare recommends the local facility follows current practices utilized when a patient requires privacy for a consult, e.g. relocate the non-video patient to a different room during the video encounter.

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

- Outpatient follow-up coordination would be completed by the local facility following internal protocol.

### How will the bedside provider be informed of behavioral health cares provided by an eCare psychiatrist, e.g. during a previous shift?

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

### How will I receive orders from an eCare psychiatrist?

- eCare psychiatrists will collaborate with the bedside provider on order entry; eCare has access to direct order entry within the EHR when applicable.

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

- Yes, eCare can be activated to evaluate the need to reassess the patient.

### Will the patient receive a bill for this service?

- Patients are not billed by eCare for any services.