
FAQ's | Qualified Mental Health Professional

What is the Scope of Service of Avel eCare Crisis Care?

Provide evidenced based care from mental health professionals for individuals in crisis, support de-escalation, behavioral health assessment, safety planning, and disposition guidance

How does law enforcement activate Crisis Care?

When law enforcement responds to an individual in crisis, they can contact the Crisis Care team to activate a request for support.

What is the inclusion or exclusion criteria for someone to be seen by the Crisis Care team?

Individuals who are hallucinating, experiencing suicidal thoughts, experiencing homicidal thoughts, or unable to care for themselves, may be assessed by the Crisis Care team.

Crisis Care does not provide counseling or individual therapy.

When is Crisis Care available?

24/7/365. Law Enforcement landlines 1-844-250-7302 for activation of support.

Can a patient be seen in jail?

Yes, the Crisis Care team will see the individual and complete an assessment if an individual is in jail presenting with a mental health crisis. Counseling is not provided to individuals in jail.

Can Crisis Care be done with a patient in an emergency department?

No, if an individual is transferred to a higher level of care, management of that individual's behavioral health needs is the responsibility of the local emergency room provider. Crisis Care cannot provide care to the individual in the emergency department under the Crisis Care contract.

Does Crisis Care assist with higher level of care placement?

Crisis Care will provide law enforcement with the disposition recommendation and documentation to support the individual receiving a higher level of care period law enforcement will follow local procedure for placement.

Is there an age restriction to receive support from Crisis Care?

No.

Does the individual have access to follow up care post Crisis Care assessment?

Crisis Care will provide documentation to the local community resource post crisis assessment. The community resource will follow up with the individual post assessment to coordinate coordination and behavioral health support.

What does the emergent mental health assessment look like? What type of questions does the Crisis Care nurse ask?

The Crisis Care assessment questionnaire consists of evidence based screening questions to support determinations of the patient disposition. A safety plan will be completed for individuals remaining in place.

What if I as a qualified mental health nurse practitioner would like a copy of the report?

Following the assessment, a report is provided to the law enforcement individual as well as the Community Resource Center. Law enforcement is able to follow their process of giving that report to others for continuity based on their confidentiality guidelines. A QMHP may ask law enforcement for a copy of the report or access through Community Resource Center if QMHP works within the Community Resource Center. A QMHP may also contact Crisis Care team at 1-844-250-7302 and request a copy be faxed to a hospital location after confirming name and date of birth of individual.