

FAQ's | Psychiatric Inpatient

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

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

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

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

Is there an age restrictions with patients utilizing eCare services within the Psychiatric Inpatient area?

eCare psychiatrists will see patients 18 years or older. eCare Psychiatrists see patients 18 years or older with the exception site is identified as an adolescent facility. eCare to review during training, if adolescents is within scope of service per contract.

Who is responsible for entering an eCare consult order?

After the eCare activation call, the bedside team will enter the consult order using the eCare psychiatrist name provider.

Will I need to use the mobile unit for every eCare activation request?

No, Peer-to-peer requests will be completed via phone. In the event the eCare provider determines the need to see the patient on video, they will notify the requestor.

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 provider consult with the patient?

Video consults for Psychiatric Inpatient service are rare. If eCare indicates to activate video, the standard time for video consults with a patient averages 5-15 minutes.

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

Average length of time is 30 minutes or less.

Are the video encounters recorded?

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

Can the bedside provider contact eCare for medical cares?

Medical cares are the responsibility of the bedside provider. The eCare Provider is responsible for the patient's behavioral health cares, with exception the eCare Psychiatrist can be contacted for comfort medication orders.

If a patient is seen in the ED and then admitted to the inpatient behavioral health unit, will the eCare provider need to see that patient again after transfer?

The eCare provider would not need to be contacted unless there is a mental status change, and or need for additional orders to be placed.

Can the eCare provider write a patient order if they are not the admitting physician?

Yes, the eCare provider can write orders when covering after hours for the admitting physician. eCare will remain the accepting physician, and will not be the admitting physician.

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 note within eCare's proprietary software, that will interface into site EHR. The note will be available in real time and appear as a report within the system.

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How will I receive orders from an eCare Psychiatrist?

eCare psychiatrists have access to direct order entry within the EHR, or will give verbal orders to bedside team.

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

eCare does not arrange for follow up care. The follow up care for scheduling a patient would be arranged by the requesting facility.

Will the patient receive a bill for this service?

Patients are not billed by eCare for any services.