

Accessing Crisis Care Documentation Post-Encounter

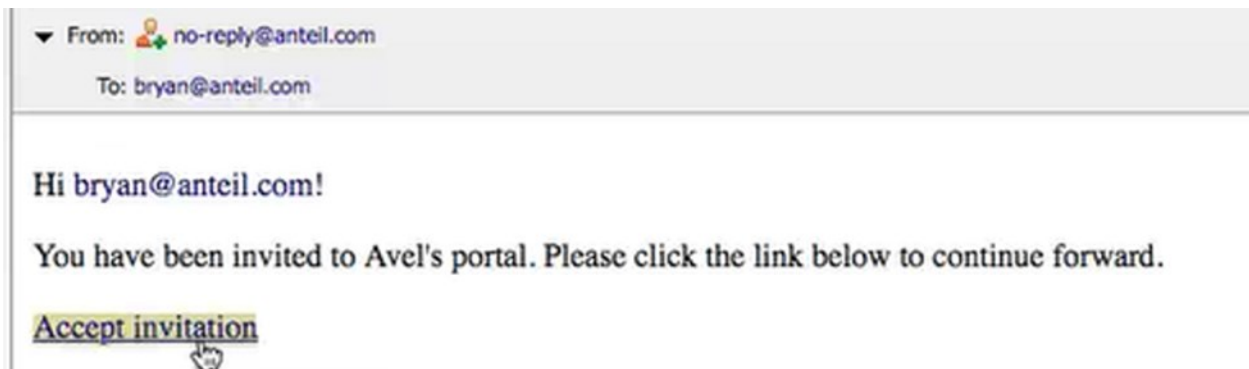
Community Agencies and Law Enforcement

Continuity of Care is an important aspect for the Avel Crisis Care Program.

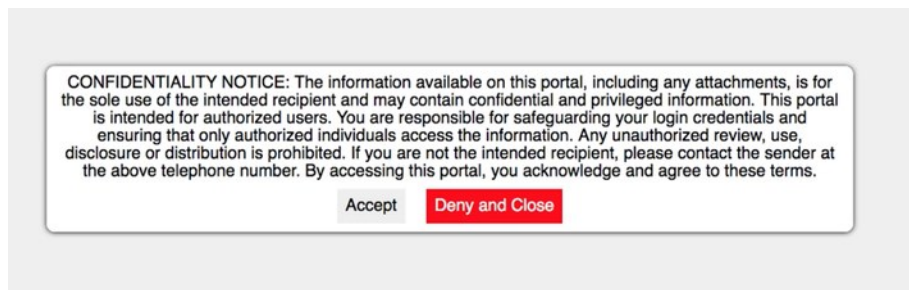
- Law Enforcement Agencies will receive a copy of the report post encounter via fax or email based on the Agencies request at the time of implementation.
- Community Agencies associated with a Law Enforcement Agency will receive a notification when there has been a new encounter.

The below handout guides users for Law Enforcement Agencies who choose to receive the report via email and for community agencies to receive the continuity of care document.

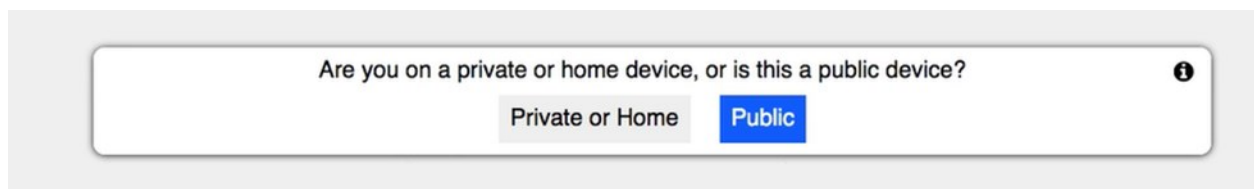
1. Email Notification: Following an encounter, a user will receive an email notification from No-reply@avel-erx.com. Please verify with your agencies information technology team that this is an approved email sender so that the email does not go to junk or is not blocked by your agency's email system.



2. Accept Invitation: Please click on Accept Invitation.
3. Confidentiality Notice: You will be asked to accept the confidentiality notice.



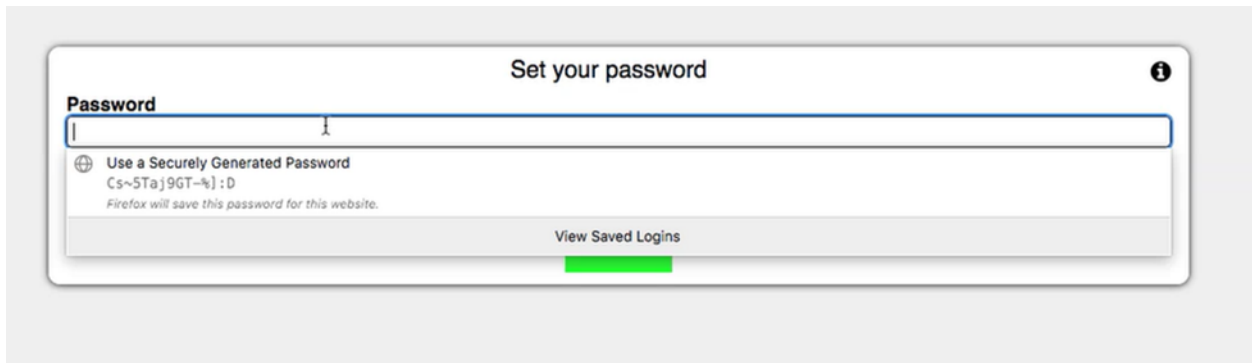
4. Private Device: You will then be prompted to identify if you are on a private or public device. We ask you only access this information on private devices to protect the confidential nature of these reports. Choose Private or Home when on a private device.



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5. Set Your Password: As a first-time user, you will then be asked to set your password.



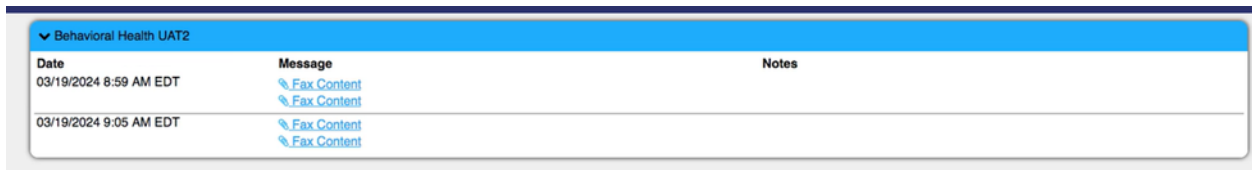
Set your password

Password

Use a Securely Generated Password
Cs~5Taj9GT-%] : D
Firefox will save this password for this website.

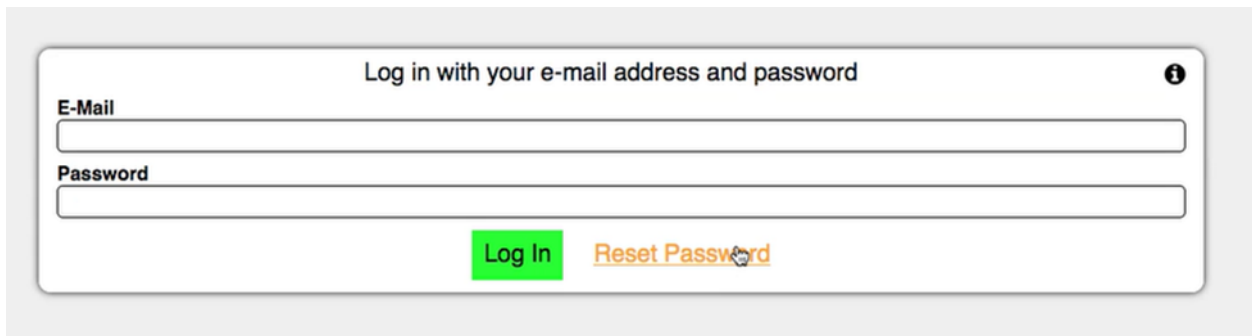
View Saved Logins

6. Accessing report: After entering your password, you are now in the portal. In the portal you will see a list of reports of individuals sent to your agency. Click on the Fax Content to view the report. From this screen, you are able to save the report or print the report.



Behavioral Health UAT2		
Date	Message	Notes
03/19/2024 8:59 AM EDT	Fax Content Fax Content	
03/19/2024 9:05 AM EDT	Fax Content Fax Content	

7. Forget Your Password: For future logins, if you forget your password, choose reset password.



Log in with your e-mail address and password

E-Mail

Password

Log In [Reset Password](#)

8. Accessing reports: Reports will remain in the portal for 45 days and then will auto-delete. Please contact your Account Executive if you need access to reports after that time.
9. Follow-up Logins: After you create your account, in future logins you will be asked to enter your password and then will skip to Step #6 to access your portal account and view reports.
10. Website: You can access the portal by clicking on the email when received or you can save this website to your computer. <https://portal.avel-erx.com>
11. Follow-up Alerts: When a user is sent a report, they will continue to receive alerts to create an account until the account is created.
12. User groups: In this system, we are not able to use distribution groups. Please notify the clinical team at Amber.Reints@avelecare.com or Erin.theis@avelecare.com if there are users you needed added or removed at any time.