

## FAQ Sheet — Non-Law Enforcement Agency Activation

### Is Crisis Care support available 24/7?

- Avel eCare is available 24/7 to support an emergent Behavioral Health assessment.

### How do I activate Crisis Care?

- Call 1-844-250-7302 to activate Avel eCare crisis trained nurses for support.

### How often should I complete a camera check?

- Avel eCare recommends completing a camera check daily, or at the start of each shift to ensure equipment is in operating condition.

### Can I give out the Crisis Care phone number to an individual to activate on their own?

- No, Avel eCare is a co-responder model with the activating person present with the individual in crisis at the time of activation and throughout the encounter.

### Is intoxication a restriction to activate Avel eCare for an assessment?

- Avel eCare does not exclude individuals under the influence due to different degrees of alcohol and substance tolerance across patients.

### Can I contact Avel eCare if an individual is in an Emergency Department?

- 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 ED Provider. Avel eCare cannot provide care to the individual under the Crisis Care contract.

### Does Avel eCare require medical stability or substance use clearance to be activated?

- Avel eCare does not require medical clearance. The activating individual shall assess the individual in crisis and activate emergency services for medication stabilization when indicated. For Avel eCare to access the individual, the must be coherent and able to answer assessment questions.

### Does Avel eCare assist with higher level of care placement?

- Avel eCare will provide the activating individual with the assessment findings and documentation to support the individual receiving a higher level of care. The activating individual will follow their local procedure for placement.

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

- There is no age restriction with activating Crisis Care; Avel eCare will complete a crisis assessment on individuals of any age. Avel eCare will ask the activating individual to obtain contact information for a legal parent or guardian of a minor. The contact information will be shared with the Community Resource(s) for continuation of support and services post crisis assessment. The activating individual is also responsible for identifying any collateral information available and contacting the legal parent or guardian of a minor to provide findings of the assessment.

### Does the individual have access to follow up care post crisis assessment?

- Avel eCare will provide documentation to the local Community Resource(s) post crisis assessment. The Community Resource(s) will follow up with the individual post assessment to coordinate continuation of behavioral health support.

### What is the length of time for a crisis care assessment?

- Each assessment may vary and is dependent upon the openness of the patient, with assessments averaging 15 – 30 minutes.

### Are the patient video encounters recorded?

- All video encounter sessions are live feed with no recordings.

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### **What does the crisis care assessment look like? What type of questions does the Avel eCare nurse ask?**

- The Avel eCare assessment questionnaire consists of evidence-based screening questions to support determinations of the patient disposition. In addition, a safety plan will be completed for individuals remaining in place.

### **Do I need to stay with the individual during a video encounter?**

- Avel eCare does not require the activating individual to remain in the room with the individual during the assessment. At the discretion of the activating individual, when safety is a factor, they will remain within visibility of the individual until the assessment is complete.

### **If involuntary admission is recommended, does Avel eCare place the hold on the individual?**

- No, Avel eCare staff cannot act as a Qualified Mental Health Professional (QMHP), activating individual will follow their involuntary commitment process.

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

- Patients are not billed by Avel eCare for any services.

### **What happens if video does not work (cannot hear, see, or the video connection is unsuccessful)?**

- The Avel eCare Behavioral Health team will be the first tier to assist with troubleshooting video connection issues by walking through a brief series of steps to test. If the Behavioral Health team is unable to resolve the issue, the Behavioral Health team will contact Avel eCare IT for assistance. Avel eCare IT will contact the agency to request additional troubleshooting as needed. If video is unsuccessful a phone assessment may be completed to determine appropriate disposition of the individual.

### **How long does the battery on the iPad last?**

- The battery life of the iPad will extend up to 4 hours without being plugged into power. Avel eCare requires the iPad to be plugged into power when not in use for an assessment to ensure the battery level is charged to the fullest capacity.