

FAQ's | Psychiatric Inpatient

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

Yes, dialing 1-844-250-7302 will activate use for Avel 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 Avel eCare services within the Psychiatric Inpatient area?

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

Who is responsible for entering an Avel eCare consult order?

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

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

No, Peer-to-peer requests will be completed via phone. In the event the Avel 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 Avel eCare provider consult with the patient?

Video consults for Psychiatric Inpatient service are rare. If Avel 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 Avel eCare to services to when Avel eCare will be on camera?

Average length of time is 30 minutes or less.

Are the video encounters recorded?

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

Can the bedside provider contact Avel eCare for medical cares?

Medical cares are the responsibility of the bedside provider. The Avel eCare Provider is responsible for the patient's behavioral health cares, with exception the Avel 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 Avel eCare provider need to see that patient again after transfer?

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

Yes, the Avel eCare provider can write orders when covering after hours for the admitting physician. Avel 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 Avel eCare psychiatrist? E.g. during a previous shift?

The Avel eCare psychiatrist will enter a note within Avel 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 Avel eCare Psychiatrist?

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

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

Avel 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 Avel eCare for any services.

Avel's eCare services are billed based on encounters. The below outlines how encounters are tracked. An encounter is created each time Avel eCare is activated by a customer site.

Frequently asked questions about encounters:

If our service includes a nurse and a search for placement, does that count as only one encounter?

Yes, as that is one activation.

If Avel is asked to reassess a patient, does that count as an encounter?

Yes. We do reassess individuals based on your activation and this would be an additional encounter.

If a nurse or a provider has a question about a patient after the disposition has been decided, can they contact Avel to ask the question?

Yes. If we have closed the encounter and we restart a new a new encounter however, it is then a new encounter.

If we contact Avel eCare to facilitate placement on the following day after an encounter has been closed, does that count as an encounter?

Yes. When Avel eCare is activated for placement services, this counts as an encounter.