

Avel eCare Emergency Department Services—Flex Service

Please contact Avel eCare at 844-250-7302. Avel will ask the bedside nurse for intake information and will request the type of service requested. The below are service offerings provided by Avel eCare.

Service Offering Name and Providers Involved in Encounter	Description
<p>Name: RN Only</p> <p>Avel Providers Involved in Encounter:</p> <p>Nursing</p>	<p>When to Use: ED provider requests nursing assessment be completes to identify risk stratification level of the individual in crisis</p> <p>Overview: Avel Nursing will start with a nurse-to-nurse report. Avel will not activate the Avel provider but will handoff back to the ED team after the encounter. At the time of the handoff, the beside provider may request the Avel Provider (psychiatrist or APP) be activated to assess the case and provide recommendations.</p>
<p>Name: Doc to Doc</p> <p>Avel Providers Involved in Encounter:</p> <p>Psychiatrist</p>	<p>When to Use: Bedside provider wants to discuss consult with Avel provider but does not feel patient needs to be assessed.</p> <p>Overview: Doc to Doc conversation between Avel provider and ED provider. Avel will not interview patient however ED provider has the opportunity to discuss patient care with an Avel Psychiatrist</p>
<p>Name: 24/7 ED</p> <p>Avel Providers Involved in Encounter:</p> <p>Psychiatrist and Nursing</p>	<p>When to Use: Bedside provider requests patient be assessed by nursing and provider (Psychiatrist or APP) to evaluate for medication recommendations and collaborative decision making for disposition.</p> <p>Overview: Avel Nursing will start with a nurse-to-nurse report. Avel nursing will interview patient. Avel nursing will report off to Avel Psychiatrist. Avel Psychiatrist will evaluate patient case and contact ED provider for Doc to Doc.</p>
<p>Placement</p>	<p>Placement services are included if a patient is recommended to a higher level of care. Avel will contact placement locations and request the bedside team to fax medical information to site. If Avel is unable to place the patient, Avel will contact the bedside team to turn placement efforts back over to the site.</p>