Emergency | Roles & Responsibilities
Avel eCare Facilitated Emergent Mental Health Assessment

	Local Team	Avel eCare Team
Patient Medical Clearance	• Follow internal process for patient evaluation and initiate medical clearance	
Assessment Request	• Activate request by phone for Avel eCare Emergent Mental Health Assessment • Bedside RN to provide patient report • Request Interpreter, if applicable	• Receive patient information and report • Confirm amount of time until video encounter will be initiated • Coordinate interpreter, if applicable
Patient Readiness	• Confirm readiness of telemedicine equipment • Complete patient readiness for encounter • Assist with troubleshooting when applicable	• Activate video encounter • Guide troubleshooting when applicable
Emergent Assessment	• Support in-room etiquette	• Complete emergent assessment
Disposition Planning	• Coordination and completion of collaborative call between bedside provider and Avel eCare Team; review of assessment, discuss plan of care, medications, and disposition • Request patient placement at external facility when applicable	• Initiate collaborative call • Initiate patient placement at external facility upon request
Post Assessment	• For internal admission, complete bed request and nurse to nurse report following internal process • Coordinate patient transport arrangements as applicable • If Avel eCare patient placement is unsuccessful at external facility when required, bedside team will continue efforts for bed placement • Coordinate outpatient plan with patient when applicable • Confirm patient medical record is accurate and complete	• For internal admission, Avel eCare nurse to provide Psychiatric Inpatient nurse report of mental health assessment • If transferring to an external facility, initiate patient placement upon request • If patient placement is unsuccessful at external facility, Avel eCare Team to hand continued placement efforts to bedside team • Complete medical record documentation

EHR Access

In some facilities, Avel eCare Behavioral Health Providers have read access to the local EHR to promote collaborative patient care. If Avel eCare Providers do not have access, the site will be requested to fax intake information.

Discharge Order & Summary

Discharge orders remain the responsibility of the bedside Provider.