AVEL eCare | BEHAVIORAL HEALTH

Activation Workflow | Emergent Assessment

Call:
844-250-7302

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State:
Caller Name
City & State
Emergency Department

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State:
Type of Request

→

Camera Check
Room/Equipment
Name

↓

State:
Patient Name & Correct Spelling
Patient Age & DOB
Local Provide & Primary Nurse Name
Patient Report
Interpreter Services, if applicable
Call back phone number
Room/Equipment Name for Video Activation

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Does Avel eCare have access to the facility EHR?

YES →
Avel eCare will access patient's chart via EHR

NO →
Bedside team will fax intake information to (605) 910-5730
1. ER Provider notes (if available)
2. Labs/Vitals
3. Med list
4. RN Triage/SW/Crisis Team notes (if available)

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Patient Report State:
1. Who brought the patient to the ED
2. What time did the patient arrived to the ED
3. Presenting problems and/or primary complaint
4. Any known psychiatric diagnosis
5. Previous inpatient psychiatric treatment
6. Previous or current outpatient psychiatric treatment
7. List of psychiatric medications and/or known changes to medications
8. Lab results initiated and/or complete
9. Known patient stressors
10. Hold status