
NORA | Need Officer Right Away

Safety and peace of mind for staff and patients while on your campus is something that everyone strives to achieve. Many of our partners have requested the ability to activate Avel eCare for situations that may arise concerning safety. In an attempt to universalize policy and verbiage during a safety event, we have implemented NORA for Need Officer Right Away.

Imminent Danger

In the event the bedside team feels there is imminent danger, they can request Avel eCare to "Page NORA" or "Call NORA". Using this acronym will prompt Avel eCare to discretely activate local security teams and/or law enforcement. If the threat is not within hearing distance, the request can be to call 9-1-1.

Safety Concerns

In the event something is concerning or heightens awareness to the bedside team which does not warrant immediate law enforcement response, activate Avel eCare to request in-room monitoring. This will prompt Avel eCare to diligently monitor the safety of the environment. Recommended situations include known drug seekers who may become angry, patients with a past history of threatening behavior, or any patient with a known weapon on self or in belongings.