

FAQ's | Medical 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 all use cases for Avel eCare Behavioral Health Services.

Is peer-to-peer support available for providers and nurses 24/7?

Yes, peer-to-peer support is available for providers and nursing, independently or collaboratively.

Are there patient age restrictions for utilizing Avel eCare services?

In Medical Inpatient Units, Avel eCare provides support for patients 16 years and older.

Is a consult to Avel eCare order required to be entered in the EHR?

Avel eCare does not require a consult order, Avel eCare support is activated via a phone call. We defer to local leadership to determine if a consult order is required internally.

Will I need to use video equipment for every Avel eCare activation request?

Peer-to-peer consults are commonly completed via phone between the bedside provider and Avel eCare provider, without patient interaction. A direct to patient video encounter can be requested and is determined on a case-by-case basis.

What is the length of time for provider peer-to-peer consults?

A provider peer-to-peer consult averages between 3-5 minutes.

Are the video encounters recorded?

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

During a video encounter, how do we maintain privacy in a semi-private patient room?

Avel eCare recommends the local facility follows current practices utilized when a patient requires privacy for a consult, e.g. relocate the non-video patient to a different room during the video encounter.

What are the reasons the bedside team would consult Avel eCare?

Avel eCare can help with determinations of disposition, medication questions & adjustments, and capacity related to a specific medical question.

Is there specific information that should be communicated when calling in/entering the consult or during bedside report?

Yes. Consult question/Specific reason for the consult; Patient Name & Correct Spelling; Age & DOB; Bedside Provider & Primary Nurse Name; Patient Report; Call Back Phone Number; Interpreter Services, if applicable; Room/Equipment Name for Video Activation

Will Avel eCare assist with patient placement?

Yes, Avel eCare can support with patient placement at the request of the bedside provider or staff can engage with onsite social worker to contact placement sites.

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

Outpatient follow-up coordination would be completed by the local facility following internal protocol.

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 consultation note within the patient medical record for all cares that can be reviewed.

How will I receive orders from an Avel eCare psychiatrist?

Avel eCare providers will provide medication recommendation to the bedside provider and document the recommendation in the progress note.

If my patient's mental health status has changed, can they be reassessed?

Yes, Avel eCare can be activated to evaluate the need to reassess the patient.

Can Avel eCare place a mental health hold on a patient?

No, Avel eCare staff cannot act as a Qualified Mental Health Professional (QMHP), and recommends following hospital policy for holds.

Will the patient receive a bill for this service?

Patients are not billed by Avel eCare for any services.

Are their consult questions that Avel eCare cannot help with?

Yes. Decision making capacity, better known as Competency, is a legal determination that is out of scope for a one-time telehealth consult. Avel eCare can assess the patient and comment on current level of insight, however, it is recommended that the site retain the counsel of their Ethics Committee in these types of clinical situations.