
Critical Incident Stress Debrief

Critical incidents are difficult to deal with and can disrupt life. A Critical Incident Stress Debriefing (CISD) is a facilitator-led group process held soon after a critical event occurs. The session is designed to reduce the impact of a stressful experience. As a valued partner, Avel eCare's CISD is available to any local team member affected by an incident.

Examples of critical incidents include, but are not limited to, the following:

- Serious injury, death or suicide
- Fatal accident
- Multiple casualties
- Traumatic events involving children
- Events including patients and/or their families that are known to an employee
- Events including a colleague

Avel eCare's Behavioral Health team provides oversight of this service; Avel eCare team members formally trained in CISD lead debriefing sessions.

To request a CISD session, call the Avel eCare Crisis Care Direct Line at: 844-250-7302 and request the Leader on Call or reach out to your Avel eCare Account Executive. The Avel eCare CISD team will then work with local leadership to coordinate a debriefing session.