
Avel Crisis Care: Collaboration with Qualified Mental Health Professionals and Receiving Hospitals

Overview of Crisis Care:

Avel Crisis Care is a co-responder model designed to support individuals experiencing a mental health crisis. The goal of the program is to provide evidence-based care from psychiatric nurses to individuals in crisis. Services include de-escalation support, behavioral health assessment, safety planning, and disposition guidance to help determine the most appropriate next steps for care and safety.

What is the Scope of Service of Avel eCare Crisis Care?

Provide evidenced based care from mental health professionals for individuals in crisis, support de-escalation, behavioral health assessment, safety planning, and disposition guidance

Can Crisis Care be done with a patient in an emergency department?

No, if an individual is transferred to a higher level of care, management of that individual's behavioral health needs is the responsibility of the local emergency room provider. Crisis Care cannot provide care to the individual in the emergency department under the Crisis Care contract.

Is there an age restriction to receive support from Crisis Care?

No.

Does the individual have access to follow up care post Crisis Care assessment?

Crisis Care will provide documentation to the local community resource post crisis assessment. The community resource will follow up with the individual post assessment to coordinate coordination and behavioral health support.

What does the emergent mental health assessment look like? What type of questions does the Crisis Care nurse ask?

The Crisis Care assessment questionnaire consists of evidence based screening questions to support determinations of the patient disposition. A safety plan will be completed for individuals remaining in place.

What if I as a qualified mental health nurse practitioner or receiving hospital would like a copy of the report?

Following the assessment, a report is provided to the law enforcement individual as well as the Community Resource Center. Law enforcement is able to follow their process of giving that report to others for continuity of care based on their confidentiality guidelines. A QMHP or receiving hospital may ask law enforcement for a copy of the report or they can obtain a copy of the report by contacting the Crisis Care team at 1-844-250-7302 and request a copy be faxed to a hospital location after confirming name and date of birth of the individual.