

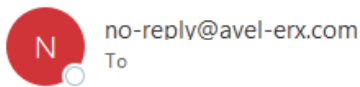
Hospitalist eSync Portal

To access our friendly team of experts, customers have the option to submit a request through the portal or make a phone call.

For a code, Rapid Response, or any emergent need, please call the hub directly (833-346-7763) rather than entering the request through the portal.

1. *Email Notification:* You will receive an email notification with an invitation to the new portal. The email will come from No-reply@avel-erx.com. The email account used for this message will also be your login for the application.

Hospitalist Application Invitation



You don't often get email from no-reply@avel-erx.com. [Learn why this is important](#)

Hi,

You have been invited to use the Avel Hospitalist eSYNC application.

Once you click the link, you will be asked to set your password to complete the sign in process.

[Go to Avel Hospitalist eSYNC](#)

2. *Accept Invitation:* Please click on "GO to Hospitalist eSYNC."
3. *Confidentiality Notice:* Read and accept the confidentiality notice.

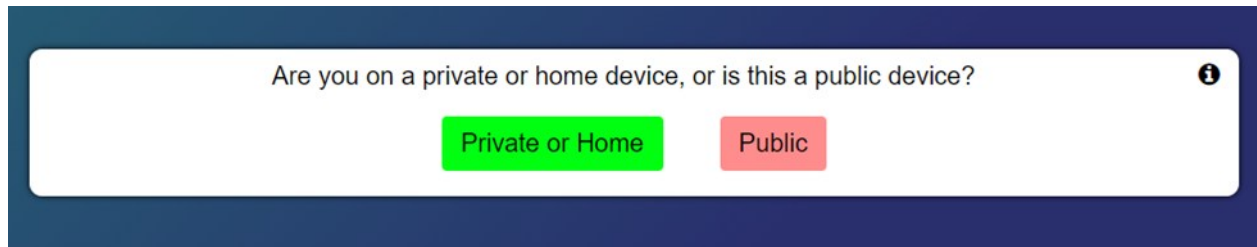
CONFIDENTIALITY NOTICE: The information available on this application, including any attachments, is for the sole use of the intended recipient and may contain confidential and privileged information. This application is intended for authorized users. You are responsible for safeguarding your login credentials and ensuring that only authorized individuals access the information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender at the above telephone number. By accessing this application, you acknowledge and agree to these terms.

Accept

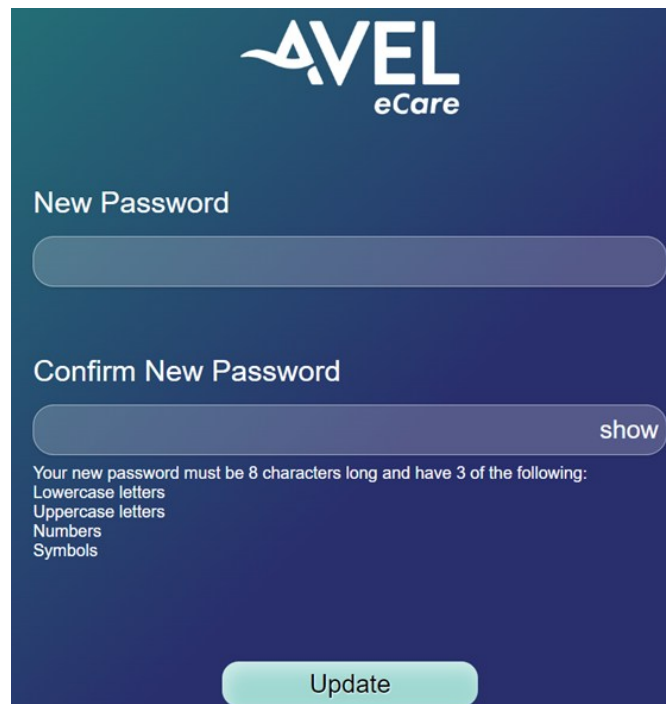
Deny and Close

Hospitalist eSync Portal

4. *Private Device:* You will then be prompted to identify if you are on a private or public device. We ask you only access this information on user facility's private devices to protect the confidential nature of these reports. Choose the "Private or Home" button.

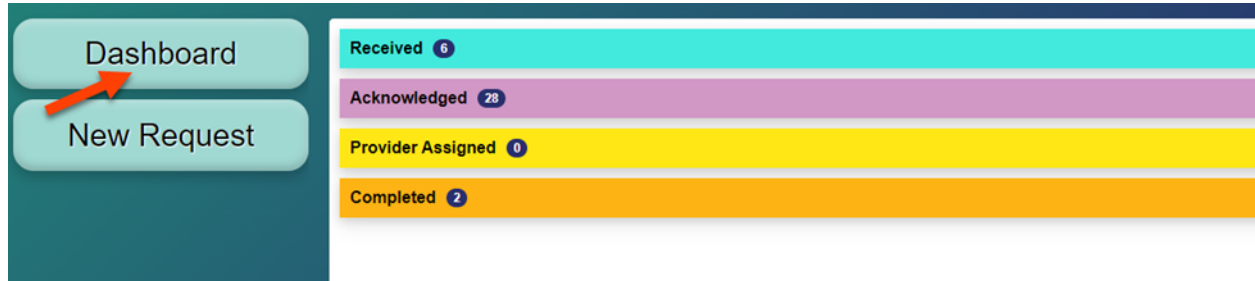
A screenshot of a web interface with a dark blue background. A white rectangular box in the center contains the text "Are you on a private or home device, or is this a public device?" followed by a small information icon. Below the text are two buttons: a green button labeled "Private or Home" and a red button labeled "Public".

5. *Set Your Password:* As a first-time user, you will then be asked to set your password. Passwords must have a minimum of 8 characters and have 3 of the following:
- Lowercase letter
 - Uppercase letter
 - Number
 - Symbol

A screenshot of a web interface for setting a new password. The background is dark blue with the "Avele eCare" logo at the top. The text "New Password" is followed by a password input field. Below that, the text "Confirm New Password" is followed by another password input field and a "show" button. At the bottom, there is a list of password requirements: "Your new password must be 8 characters long and have 3 of the following: Lowercase letters, Uppercase letters, Numbers, Symbols". At the very bottom is a light blue "Update" button.

Hospitalist eSync Portal

6. To view Status of your facility's submitted requests: Click on Dashboard.



7. To ask for Services: Click New Request.



8. Prior to submitting your request, you **must** choose the facility (you may have access to multiple facilities if needed, but will only be able to view information from one at a time).

Location

Test Site A, Address and Phone Number

Test Site A

Test Site Address

Test Site Phone Number

Test Site B

Test Site Address

Test Site Phone Number

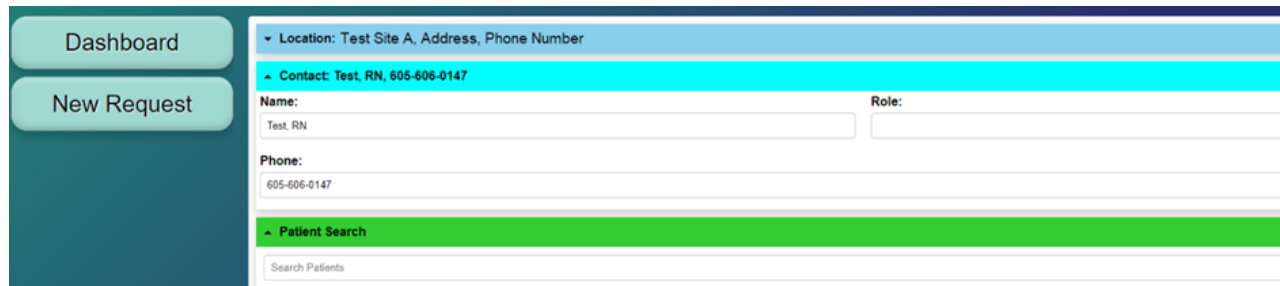
Contact

Patient Search

Patient

Hospitalist eSync Portal

9. When requesting support, always include the best number to contact you directly.



Dashboard

New Request

Location: Test Site A, Address, Phone Number

Contact: Test, RN, 605-606-0147

Name: Test, RN

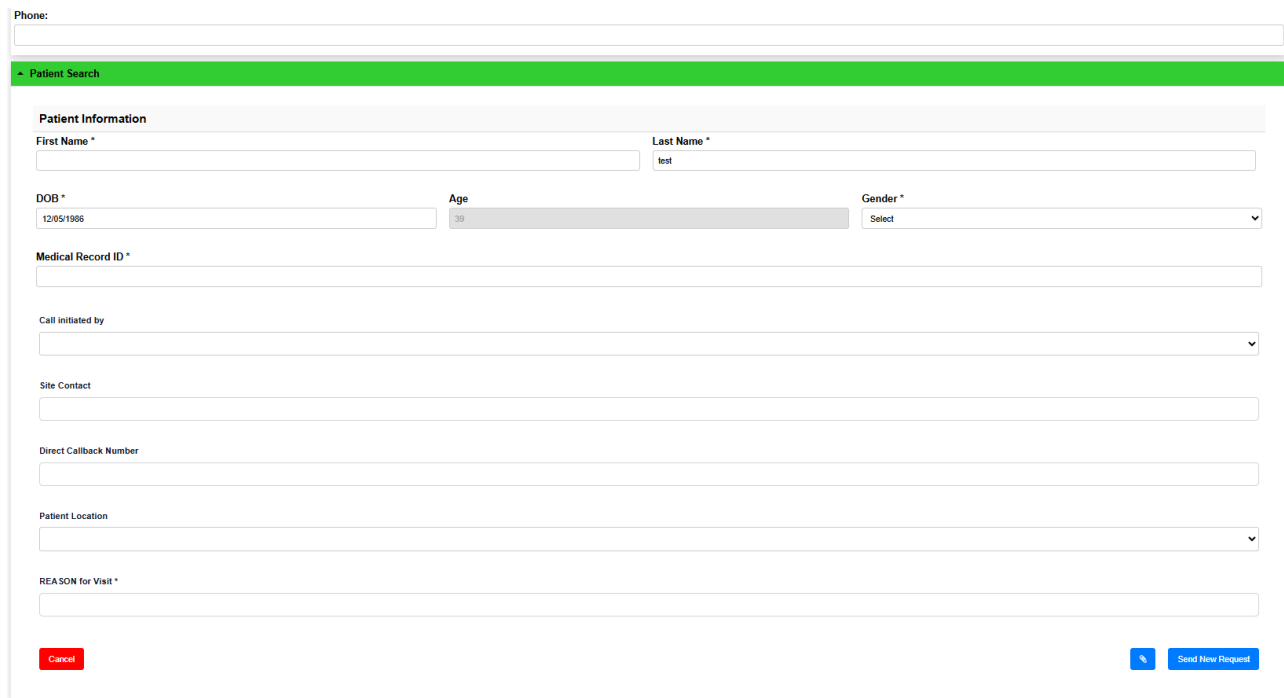
Role:

Phone: 605-606-0147

Patient Search

Search Patients

10. Enter patient demographics and click "Send New Request".



Phone:

Patient Search

Patient Information

First Name *

Last Name *

DOB *

Age

Gender *

Medical Record ID *

Call initiated by

Site Contact

Direct Callback Number

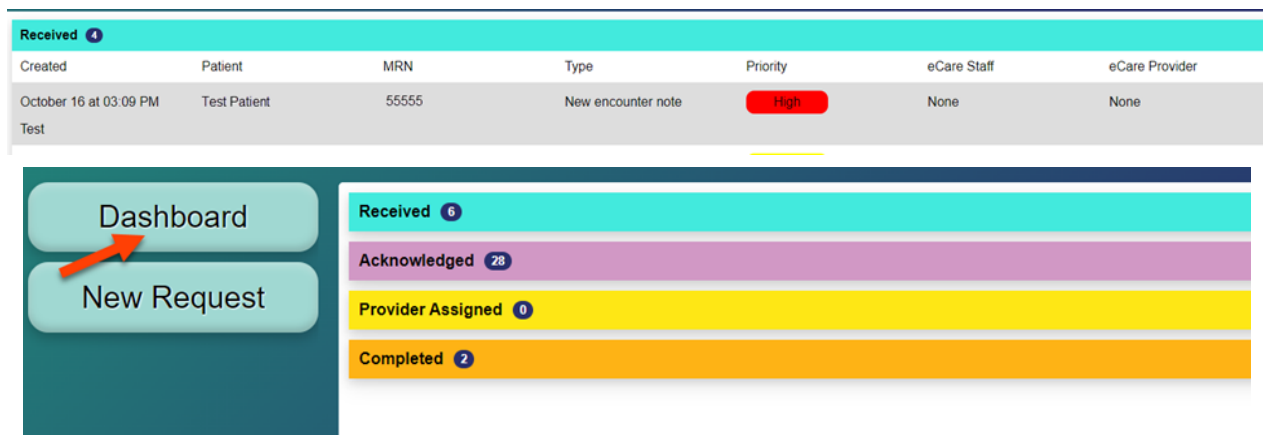
Patient Location

REASON for Visit *

Cancel

Send New Request

11. After submission, you can monitor progress via the Dashboard as it moves from received. As the clinical team is working on your request, it will be acknowledged, assigned to a provider and finalized.



Received 4

Created	Patient	MRN	Type	Priority	eCare Staff	eCare Provider
October 16 at 03:09 PM	Test Patient	55555	New encounter note	High	None	None

Test

Dashboard

New Request

Received 6

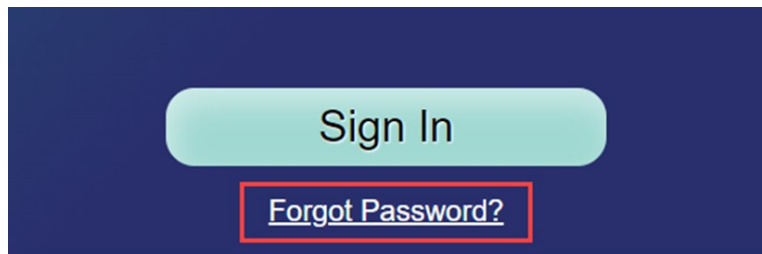
Acknowledged 28

Provider Assigned 0

Completed 2

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12. *Forget Your Password:* Password resets require access to the email used for the user ID.



13. We recommend that you save the website **<https://portal.avel-erx.com>** on your computer for easy access. This can be done by creating a shortcut on the desktop or saving it as a favorite in your browser.
14. *Follow-up Alerts:* When a user is sent a report, they will continue to receive alerts to create an account until the account is created.