

Avel eCare Hospitalist FAQ's

How do we contact the Avel eCare Hospitalist?

Calling our Toll Free one call 1-833-346-7763 will activate use for Avel eCare Hospitalist service. Our local number is 605-606-0460. For non-urgent service needs, you can access service through the eSync portal.

How long will we have to wait to get a call back from the Avel eCare Hospitalist?

The Avel eCare Hospitalist triage nurse will take your call and give you an estimated wait time for a call back based on your patient needs.

What kind of patients will the Avel eCare Hospitalist see?

The Avel eCare Hospitalist team is available to treat adult patients 18 years of age and older for medical issues of medical surgical patients. This includes support for non-laboring pregnant patients with medical issues other than pregnancy. Non-laboring and non-surgical patients 18 years and older. Our team can consult on medical issues for laboring and surgical patients.

Do we always have to use the video when we call?

Video calls are best practice for assessing and communicating with patients to ensure the best clinical and engagement outcomes. Video is standard for Admissions, Rapid Response, Transfer support, and any significant change in patient condition. Currently, about 75% of our cross coverage requests can be managed by a phone call to the Avel team. Video is helpful in the remaining 25% when speaking with and assessing the patient is clinically relevant. Please know that even if your bedside provider consults with the Avel Hospitalist, we may ask to see that patient on video. Conversely, if your team requests to have a clinician on camera, that request will be granted.

Who is in Charge?

Your local bedside medical team remains in control of medical care in general and the specific plan of care for a patient. The Avel eCare Hospitalist is a fully credentialed adjunct to that team and is accountable for medical decisions, orders, and documentation they provide.

Will our patients be billed for this?

Patients, nor insurance carriers, are not billed by Avel eCare for any services.

Can you admit our patients?

Yes. Admissions include a virtual assessment, an admission note, and initial admission orders.

Can you round on our patients?

Your attending physician is responsible for daily rounding and overall unit management unless otherwise defined by your facilities scope of service for Avel eCare Hospitalist. If your attending physician would like support on a patient during rounding, we welcome the request by phone which will involve a Provider Consult, a note, and may include a video visit.

Can you provide cross-coverage support?

Yes. Cross coverage support is included. It does require an existing note in the EMR to provide context for the admission.

Do I have to sign out every patient to your physician?

No. However, any time there is a complex or concerning patient condition where you would like to provide a handoff, you can always call 1-833-346-7763 to speak to an on-duty provider.

Can you look at EKG's and radiology images?

Yes. Avel eCare Hospitalist can provide the initial read and urgent medical decision making. The final reads rest with the local provider.

Do you do medication reconciliation?

Yes. The Avel eCare Hospitalist can provide medication reconciliation if medications are fully verified by local processes. We can also provide ad-hoc support for essential needs for the interim management of chronic illnesses to support until medication reconciliation can be completed fully by the local team.

Can you assist with a rapid response or code?

Yes. All our staff are ACLS certified and adept at leading both rapid response and codes virtually.

Can you discharge our patients?

Inpatient discharge orders are the responsibility of the bedside attending physician unless otherwise defined by your facilities scope of service for Avel eCare Hospitalist. We can give recommendations on discharge but will defer the discharge orders to the bedside physician. Our providers may not be familiar with local post-discharge resources and are not able to prescribe controlled substances for home.

Do your Physicians place their own orders?

Avel eCare Hospitalists will be fully credentialed within your facility and have full read/write access to your EHR. They will place notes/orders directly into your facility's EHR.

What if the equipment does not work?

You will call the Avel eCare Hospitalist hub at 1-833-346-7763 for any technical issues.

Are the video encounters recorded?

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

How do we clean the cart?

Standard hospital grade cleaning wipes can be used on the cart and peripherals.

Do we need to call Avel eCare Hospitalist to schedule coverage?

Email your request to Hospitalist@avelecare.com

What is the eSync portal?

Avel's eSync portal is a new platform that provides an additional option to request non-urgent services to the Avel eCare's Hospitalist service line.

Where does the information go that gets submitted to the eSync portal?

Information submitted to Avel's eSync portal gets triaged by the nursing and support staff and placed on the Hospitalists worklist.

Does the eSync portal replace calling the Hospitalist service line directly?

No. For all urgent requests or those that may prefer to call instead of using the eSync portal, please continue to contact the Hospitalist service line with the information below:

Avel eCare Hospitalist Hub Phone: 833-346-7763 or 605-606-0460

Avel eCare Hospitalist Fax: 605-679-6884

Is the information in eSync portal encrypted when it is sent?

Yes. The eSync portal is HIPPA compliant and information passed through the portal is encrypted.

Should the eSync portal be used for Rapid Response or Code Blue Requests?

No. For urgent requests that require immediate attention, please use the Avel eCare Hospitalist Hub phone number listed above.

Do other services come with using the eSync portal or phone activation?

Yes. Avel's Hospitalist Nursing staff can be utilized to assist with nurse-to-nurse consults through both the portal and phone activation methods. The nursing staff will also assist with triaging urgent requests.

What should we do if we cannot reach the Avel eCare Hospitalist team by phone?

Calls are typically answered by our nurses and the request triaged to our physician's worklist. If the nurse is not available, the call is routed to our support specialists. If the unlikely event there is a disruption in phone service that prevents you from connecting with a member of our team, the portal can be alternately used. Please note that the request is urgent and that phone services are down.