



How to set a BHRS AVATAR URGENT CARE ALERT

CLIENT ALERTS & URGENT CARE PLAN

To set an alert, complete both a Client Alert (Step 1) and an Urgent Care Plan (Step 2). The alert is a pop-up window that alerts any user in Avatar that an Urgent Care Plan is posted for the client. The Urgent Care Plan contains detailed documentation regarding the alert. In Avatar, use the Urgent Care Plan Bundle. The Urgent Care Plan describes the Client Alert. It is a notification placed in the Avatar System that will be seen by any user opening the client's Avatar chart, including PES and 3AB. It is a statement of special problems, concerns and instructions about a client. To set the Urgent Care Plan, complete the Urgent Care Plan and the Caution Note.

CLIENT ALERT (Step 1). Choose the appropriate alert.

- Injection - used to alert BHRS of medication issues. Onscreen Message says "PES - Long Term Injectable Medication Alert-See Urgent Care Plan."
- Medication – used to alert BHRS of medication issues. Onscreen Message says "Medication Urgent Care Plan on File."
- Care Message – used for routine alerts. Onscreen Message says "Please review the Urgent Care Plan for information."
- Care Alert – used for urgent messages and safety notices. Onscreen Message says "HIGH PRIORITY - Please review the Urgent Care Plan in Chart Review." View as soon as possible; *Do not let the client see this information.*

AVATAR instructions: Search Form type "Urgent" select the Urgent Care Plan Bundle

The screenshot shows the Avatar system interface. On the left, there is a 'Recent Forms' section with 'URGENT CARE PLAN Bundle', 'Alert Types', and 'Client Alerts'. Below it is a 'Search Forms' section with a search bar containing 'urgent'. On the right, there is a table with columns 'Client', 'Action', and 'Form'. The table lists several entries with 'Review To Do Item' as the action and 'ADULT' or 'BHRS' as the form type. Below the table, there is a dropdown menu showing 'Name' and 'Menu Path' for 'URGENT CARE PLAN' and 'URGENT CARE PLAN Bundle', both pointing to 'Avatar CWS / Other Chart Entry'.

Type in the client's last name, first name, select client, please make sure that it is the correct client, check birth date.

The screenshot shows the 'Select Client' search results in the Avatar system. The search bar contains 'TEST, JOLLY'. Below the search bar, there is a table with columns 'Client', 'Date Of Birth', and 'Gender'. The table lists one entry: 'TEST, JOLLY (000938760)' with a date of birth of '12/05/1962' and gender of 'Male'.

If there are no alerts for the client, this window will show up

Client Alerts

Submit

Online Documentation

Type Of Alert

Custom Message

Active or Active for Date Range

Active Active for Date Range

Disabled

Yes No

Start Date

End Date

Applicable Forms

- 837 Fast Defaults (Avatar MSO)
- 837 Institutional Defaults (Avatar MSO)
- 837 Outbound Re-Billing Service Assignment (Avatar MSO)
- 837 Professional Defaults (Avatar MSO)
- AC OK COD for Adolescents / TAY (Avatar CWS)
- AC OK COD for Adults (Avatar CWS)

Episode(s)

- All Episodes
- Episode # 1 Admit: 06/02/2012 Discharge: 05/28/2015 Program: 006600 SIERRA VISTA IMD
- Episode # 10 Admit: 01/05/2016 Discharge: 01/28/2016 Program: 004200 CRESTWOOD REDDING IMD
- Episode # 11 Admit: 03/26/2016 Discharge: 04/11/2016 Program: 410108 NORTH COUNTY TOTAL WELLNESS

If there is an alert already, this window will open. Click “ADD” at the bottom of the screen.

Alert Type Description	Custom Message	Date Of Entry	Disabled
Injection	PES-Long Term Injectable Medication Alert-...	08/10/2017	No

Add Edit Delete Cancel

Click on the blue drop down box -Type of Alert


For this example, I will focus on “Injection”

Select “Injection”, type in the date that you want to alert to end, usually 90 days (may be longer or shorter if appropriate).

Click on “SUBMIT”, The “URGENT CARE PLAN” will open

If there is an urgent care plan already, this window will open. Click “ADD” at the bottom of the screen.

Start Date	End Date	Data Entry By (Option)	Status
08/10/2017		JEANNINE MEALEY	Open



Select your name, and type in the type of medication, dose, date, any issues, MD prescribing. Click SUBMIT to save.

Identifying Information

Start Date: 08/10/2017 [T] [Y] [] []


End Date: [] [T] [Y] [] []

Status: Open

Client Information Update Diagnosis if needed

Date of Birth: 12/05/1962 [T] [Y] [] []

Treatment Providers

Therapist/Caseworker:  JEANNINE MEALEY (053051) []

Psychiatrist: [] []

Region: []

Team: []

Treatment Plan and Caution

Urgent Care Treatment Plan

Type in medication, dose, date give, MD prescribing, etc., 