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.

- <u>Injection</u> - used to alert BHRS of medication issues. Onscreen Message says "PES - Long Term Injectable Medication Alert-See Urgent Care Plan."
- <u>Medication</u> – used to alert BHRS of medication issues. Onscreen Message says "Medication Urgent Care Plan on File."
- <u>Care Message</u> – used for routine alerts. Onscreen Message says "Please review the Urgent Care Plan for information."
- <u>Care Alert</u> – 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 "<u>Urgent</u>" select the <u>Urgent Care Plan Bundle</u>

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

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

If there is an <u>alert</u> already, this window will open. Click "ADD" at the bottom of the screen.

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http://www.smchealth.org/bhrs/providers/ontrain

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 <u>urgent care plan</u> already, this window will open. Click "ADD" at the bottom of the screen.

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