

Frequently Asked Questions

Licenses

Q – Do Contractors have to pay for Avatar licenses?

A- No, currently contractors do not have to pay for licenses at this time. They are supplied by the County. In the future, if agencies have not chosen to participate in the rollout they could cost at much as \$600 per person, per year.

Training

Q- How do I sign up for Avatar training?

A – You can sign up for Training with the Provider Analyst by sending an email requesting or sending an email to the Provider Analyst, aherring@co.sanmateo.ca.us.

Q-What is the difference between PM& CWS Training?

A – PM is Practice Management. It is used mostly by non-clinical staff and has the same functionality as VAX. CWS is Clinical Workstation is and used by the Clinical staff to do Assessments, Treatment Plans & Progress Notes.

Accounts

Q – How do I get a VPN account?

A – You must complete the required ISD paperwork and send to the Provider Analyst requesting a VPN account. Once ISD has the required signatures, they will email you with your username and password.

Q – How do I get an Avatar account?

A – In order to get an Avatar account, you must complete the required MIS paperwork, sign up and attended an Avatar PM or CWS Class. Once your training has been completed, your teacher will notify the Avatar team and an account will be set up.

Q- Why doesn't my VAX account work any longer?

A – Once you being using Avatar your old VAX account will be discontinued. The VAX account was converted into an Avatar account.

Q-Is there a connection between Avatar and Computrust?

A- No. They are entirely separate systems and required different access and security.

Q- Is there a connection between Avatar and the County Learning Management System (LMS)

A- The County LMS is separate from Avatar. However, LMS may eventually be accessible through the link contractors are using to log in to Avatar.

Access

Q- How do I get Avatar installed on my machine?

A – Avatar/VPN installation files must be installed by someone with computer Administrative rights, usually your IT support. They can get the installation files off of BHRS SFTP site.

Q-How do I get the VPN software installed on my machine?

A – There are no files to install for the VPN. It is a secure website (<http://gateway.co.sanmateo.ca.us>). You must have an ISD username & password before accessing the VPN.

Q - With Avatar being implemented, is the VAX current?

A- No the VAX is not current. Avatar is now the official EHR for San Mateo County and houses records from 2004 to present.

Q - When will the VAX go away forever?

A - By the end of this fiscal year.

Maintenance

Q - When is Avatar down for maintenance?

A - Avatar is down daily from 4:00 a.m. to 6:00 a.m.

Q-How do we get notices when Avatar is down?

A – Notices are posted when of downtime when you open Avatar, also via mass emails and on the BHRS Contractors Avatar website.

Help

Q – What is the help Desk's number & email?

A - (650) 573-3400 & Email: ISDHelpDesk@co.sanmateo.ca.us

Q-How do I get my password reset?

A- Contact ISD Helpdesk either by phone or email - (650) 573-3400 & Email: ISDHelpDesk@co.sanmateo.ca.us

Q- How do you submit suggestions?

A - Submit your suggestions for reports, forms and workflow to the Help Desk as well.

Working in Avatar?

Q- What is a super user?

A- A user at a contractor's location who can act as an 'internal' helpdesk. This does not have to be an IT person.

Q-How do you get help while working in Avatar?

A- Contact your Super User or the helpdesk. The Avatar user guides are available on-line within Avatar by pressing the F1 key or clicking on the "help".

Q- How do you see scanned documents?

A – You view scanned documents from Chart Review/Documentation.

Q-Is Avatar able to interface with an outside Agency's existing EMR's?

A- Not at this time. BHRS is working on the interface to upload billing into Avatar like they did with the VAX system. This should be available November.