

**Minimum Necessary Access
 By Workforce Class**

Class	Location	Categories of PHI	Computer Access	Purpose
Licensed, Registered or Waivered professional staff	Treatment Sites	Complete Medical Record of assigned clients or of clients assigned to staff team; referred clients; other clients as needed when staff is OD or on-call <u>NOTE: No access to Avatar AOD record</u>	Avatar Soarian Panoramic	<ul style="list-style-type: none"> • Clinical Care • Consultation
Independent Contractors or Volunteer professional staff	Treatment Sites	See above	Avatar Soarian Panoramic	<ul style="list-style-type: none"> • Clinical Care • Consultation
Trainees (professional)	Treatment Sites	Complete Medical Record of assigned clients or of clients assigned to staff team <u>NOTE: No access to Avatar AOD record</u>	Avatar Soarian Panoramic	<ul style="list-style-type: none"> • Clinical Care • Professional Development
Unlicensed Clinical Staff – Mental Health Counselors and Case Managers	Treatment Sites	See above	Avatar Panoramic	Clinical Care
Outcomes Assistants and others with specific limited functions	Treatment Sites	Portions of the medical record (demographics, anniversary dates, etc.) as needed to perform assigned functions; <u>No AOD material</u>	Avatar	Task related functions including filing

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ACCESS - Call Center Clinical Staff	ACCESS – Call Center Team	<ul style="list-style-type: none"> • Complete medical records of clients referred or opened to team • Authorization and referral data 	Avatar Soarian	<ul style="list-style-type: none"> • Clinical Care • Consultation • Authorization • Referral
<ul style="list-style-type: none"> • Clinical Specialists; • Supervisors • Managers • Behavioral Health Medical Director 	Treatment Sites BHRS Admin.	<ul style="list-style-type: none"> • Complete Medical record of all clients assigned to own team or area • No Avatar AOD access unless medical emergency 	Avatar Soarian Panoramic	<ul style="list-style-type: none"> • As needed for staff supervision or case-load management • Other operational purposes
BHRS AOD Staff	Administrative Offices	AOD records created by funded contract agencies	Avatar AOD record	Contract management
<ul style="list-style-type: none"> • BHRS Director • BHRS Assistant Director 	BHRS Admin.	<ul style="list-style-type: none"> • Complete Medical Records • Complete TPO information 	Avatar Soarian Other systems as necessary	As needed to perform regulated functions
BHRS Deputy Director	BHRS Admin.	<ul style="list-style-type: none"> • All payment and operations information • Portions up to complete clinical record (including AOD in Avatar) as needed to perform defined duties 	Avatar Soarian Ifis Other systems as needed	All TPO information as needed to function as manager of Mental Health Plan and to perform other assigned functions

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Administrative Support Staff including Volunteers and Part-time staff	Clinical Sites	Complete medical record to extent necessary to perform assigned task (i.e., pulling and refiling charts; filing material; financial evaluation; openings/closing; appointment reminders; etc.)	Avatar PBM System (Pharmacy staff only)	To support operations
Quality Management Staff	BHRS Admin.	Complete Medical Records (all MH and AOD) and other TPO data	Avatar (MH and AOD) Soarian Panoramic	Quality Assurance and Improvement
Conservatorship Investigation	Located in Regional Site	Complete Medical Record of clients under investigation including records of previous investigations	Avatar Soarian	Conservatorship activities
Office of Consumer and Family Affairs	Alameda Site	<ul style="list-style-type: none"> • Information necessary for management of grievances; (Family Partners) • Complete Medical record of assigned client or of clients assigned to staff team 	Avatar	Clinical Care and/or Grievance Investigation
Patient Rights Advocate (contract)	Located in Regional Site	<ul style="list-style-type: none"> • All information shared by client • Requires authorization to read clinical chart • Hospital Records when performing site review and reviewing seclusion and restraint data 	Avatar Soarian	<ul style="list-style-type: none"> • Locate information • Verify Medi-Cal eligibility • Look into complaints

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Research and Evaluation Staff	Alameda Site	<ul style="list-style-type: none"> • Youth and Adult Outcomes responses • Satisfaction and other survey responses • Grant-required assessment forms • Computerized demographic, costs, services and other data • Medical records as indicated in approved Research proposals 	Avatar May create specialized data bases	<ul style="list-style-type: none"> • Operations • Response to Funders • Research
Clinical Pharmacists	Located in Regional Clinic	<ul style="list-style-type: none"> • Demographic, diagnostic and services data • Medication data in computer • Clinical chart review for study or quality review purposes • Complete enrollment data • Adverse response data 	Avatar Soarian PBM system	<ul style="list-style-type: none"> • Management of Pharmacy Benefit • Quality Improvement
Billing and Accounting Staff	BHRS Admin	<ul style="list-style-type: none"> • Demographics • Insurance and other billing data • Clinical data as necessary to substantiate claims made or received 	Avatar Ifis	<ul style="list-style-type: none"> • To claim for services • To pay for services
Representative Payee Fiscal Specialists (Now Aging and Adult Services Staff)	Health Services Offices	<ul style="list-style-type: none"> • Complete demographic data • Treatment locations and costs • Disability evaluations • Communication with case-managers re current functional status • All funding sources 	Avatar Panoramic	To maintain client accounts to assure funds for food, clothing and shelter

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MIS Staff	BHRS Admin	<ul style="list-style-type: none"> • All demographic, and clinical/functional data • Complete medical record for closed cases • Data from contracted BHRS providers 	Avatar Soarian	<ul style="list-style-type: none"> • Input and management of computerized data • Management of closed charts • Retrieval as needed.
Security Guard	Admin. and/or clinical sites	<ul style="list-style-type: none"> • Client names • Information as needed to assist in potentially dangerous situations 	None	To reduce risks