# What's New!

## QM Updates

| Effective Now! | Coming Soon! | New/Updated Policies |
|---|---|---|
| • <u>For All Staff</u>: New "Telehealth Home" Location Code | • <u>For BHRS Youth Staff</u>: Updated version of Virtual Toolkit<br>• <u>For BHRS Staff</u>: Zoom Health | • [21-02: Specialty Mental Health Services Provider Network (SPPN)](#) |

### New "Telehealth Home" Location Code

**Effective as of: 01/01/2022**

**What:** Location code "Telehealth Home" has been added to Avatar.

**Who:** All staff who write progress notes in Avatar.

**Details:**
Use "Telehealth Home" when the client is located at their home while receiving services via telehealth. For telehealth services provided when client is located elsewhere (any location that is not client's home and is not a lockout location), continue to use the regular "Telehealth" location code. *Remember, both the "Telehealth" and "Telehealth Home" location codes should only be used if you have a visual of the client on video.*

**Click** here **for an FAQ about this new location code.**

### Updated Virtual Toolkit

**Available as of: 01/25/2022**

**What:** The Virtual Toolkit has been updated.

**Who:** BHRS Youth Program Staff. It is currently only being piloted with BHRS Youth Programs and is not yet ready for distribution to contract agencies.

**Details:**
BHRS has been piloting a virtual toolkit with BHRS Youth Program staff. This is a resource that contains various free online resources for staff to use in their remote sessions with youth clients. If you do not receive the Toolkit by 01/28/2022 and would like it, please contact Eri Tsujii, QM Program Specialist, at etsujii@smcgov.org to request a copy.

### Zoom Health for BHRS Staff

**Available as of: TBD**

**Details:** BHRS IT and QM have partnered with the ISD Applications team to help configure Zoom Health (new for the County) platform to support our telehealth needs. We are still troubleshooting the language interpretation integration with the Voyce app (included in Zoom Health) to ensure access to language interpretation is available for our clients. Staff will be notified as soon as it's ready to launch.