

Avatar Clinical Consent Form FAQs

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Webinar Resources

- [Video recording of the New Avatar Consent Forms WEBINAR available on LMS](#)
- [Guides to the new Avatar Consent Forms](#)

General Information

The Avatar “Clinical Consent Forms” and “Clinical Medication Consent” are designed for BHRS staff use, *not contract agencies*. ***This is a correction from the webinar:*** These forms are CLIENT BASED and are designed to cover all BHRS programs (not CBOs). All BHRS staff will be able to see these forms and see the widgets for tracking these forms.

If a BHRS AOD program (Interface AOD, I-MAT, Service Connect AOD) uses these forms, that should be fine in many cases. For BHRS AOD programs, the goal is to confirm that your client is okay with other BHRS providers seeing the consents – however, keep in mind that all BHRS staff will see these forms. You may want to complete the paper PDF versions if there is a concern.

Frequently Asked Questions

Paper Consent Form vs Avatar Consent Form

1. What is the name of this form, when does it go live and when do we start using it?

The two new Avatar forms are titled, “Clinical Consent Forms” and “Clinical Medication Consent.” These forms went live on April 1, 2021 and are ready for use by BHRS clinical staff. These forms can be used in lieu of paper versions of consent forms, when appropriate. Our Admin support will continue to accept and scan in paper consents.

2. Can clinical staff still use fillable paper versions of consent forms?

YES, YOU MAY USE THE FILLABLE PAPER VERSIONS of the consent forms until you feel comfortable with the Avatar forms. Going forward, there will continue to be times when the paper versions are needed and are easier for you to use. This is not a problem. Paper versions are located at <https://www.smchealth.org/consents>.

3. What are the benefits of using the new Avatar Consent forms and must we use them?

Clinical staff should use the new Avatar Consent forms whenever possible. The forms are easy to complete on Avatar and streamline the process. They can also reduce the amount of paper that needs to be printed, and the amount of scanning for Admin staff. You can also complete multiple consents at once, saving you tons of time!

4. I am seeing my client in the field, should I use the fillable paper consent forms or the Avatar Consent Form?

You can use either one, however, it may be easier to use the Avatar Consent Form because you can fill in the form on Avatar in advance of your meeting, print it out in one packet (versus many different forms that each require individual signature) and have client sign once for all of the consents. After you obtain the signature from the client, provide the hard copy to you Admin to track and scan into Avatar.

5. **Will admin staff still accept paper consents?**

Yes, Admin staff will still accept, scan, and track any hard copy consent forms (any version) that clinical staff turn in.

6. **Are previous paper verbal releases (to family, for example) that are without a consent end date now valid for more than a year?**

Depending on what version of the ROI you are looking at, the form should indicate that the authorization is valid for one year or three years (unless otherwise specified). The time period that is stated on the form indicates the length of time that the authorization is valid. The new Avatar Clinical Consent Form ROI does not auto-populate an expiration date, and you may set it to expire for any date that the client indicates.

7. **How do you document a rescinding of Release of Information (ROI)?**

The best solution is to place an Alert on the chart stating the details of the request and setting the alert to expire when the ROI expires. Another option is to notify your admin staff. Follow the directions from the Avatar [Clinical Consent Form: How To Guide](#) page 7.

Medication Consents

1. **If we put therapy/counseling in a Medication Consent, but it is not in the Treatment Plan, would it be a problem?**

No, there may be another provider outside your program providing these services or the client may refuse these services, even though you are recommending them.

2. **If you have to add another medication later from different category, can you just add that one or complete a new med consent form with all the meds.**

If you have already completed a Clinical Medication Consent via Avatar, and later need to add another medication, please complete another Avatar Clinical Medication Consent Form. You only need to add the information for the medication that you are currently prescribing. If the former consent is still current and complete for other medications, you will complete a new medication consent form and may just add the new medication category and related information. If the former consent is not current and complete, you should update whatever is out of date with a new medication consent form.

Additional Questions

1. **Please give us more information about the Advanced Health Care Directives.**

This is not a new requirement. We are NOT expected and should NOT complete or offer to complete the Advanced Health Care Directive form with any client or family. Our responsibility is to just provide the client/family the Face Sheet informational notice. QM is aware that this topic can be challenging for some staff to explain, and therefore have developed a [Script](#) for how to explain the Advanced Health Care Directive, and other consents, to clients.

The state requirement is that the Face Sheet information be provided to each adult client and each legally emancipated minor. BHRS recommends also giving this information to parents of children. Parents of children should also have an Advanced Health Care Directive in place. If the parent doesn't already have an Advanced Health Care Directive, they have the information needed to establish one. Our BHRS staff **do not** have any other responsibility other to provide this Fact Sheet informational notice. When

consents are reviewed by phone or video, the staff member should email the consents to the client/parent via secure email and add #sec# to the subject line. Here is the link to [Policy 04-07 Advanced Health Care Directives](#)

2. Is it necessary to give our client our License number?

Professional License numbers are public information. DHCS and various professional boards require that provider licensing and professional licensing board information be shared with the client (including unlicensed providers that are working towards licensure, i.e. trainees/associates). BHRS recommends that you comply with these requirements.

Troubleshooting

1. I don't see the "Clinical Consent Form Tracking" widget or the "Admin Consent Form Tracking Widget" on my Avatar. How can I add it?

Here are the directions on how to add widgets to Avatar: [Avatar: How to Add and Remove Widgets](#)

2. Are there instructions on how to use the new Avatar Consent forms?

- [Clinical Consent Form Guide](#): Step-by-step instructions for using the Avatar Clinical Consent Forms.
- [Consent Form Scripts for Clinicians](#) (optional): Script to help staff explain consents to clients.
- [Medication Consent Form Guide](#): Step-by-step instructions for using the Avatar Medication Consent Form.
- [Medication Doses](#): Medication doses to copy and paste into the Avatar form.
- [Medication Consent Form](#) (optional): Script to help explain the medication consent and side-effects to clients.
- [Admin Consent Tracking](#): Step-by-step instructions on how to track paper consents in Avatar.