



What's New!

QM Updates

September 2026

Effective Now!

- For All Programs Currently Using Avatar Scheduler for Client Appointments: Update regarding Avatar Scheduler Appt reminders
- For All Program Leadership: BHRS Epic Build
- For All BHRS Staff & Contracted Agencies (MH and SUD): E-Communication Consent (incl. Telehealth Consent)

Coming Soon!

- Stay Tuned!

New/Updated Policies

- Stay Tuned!

Update Regarding Avatar Scheduler Appt Reminders

Effective: Now

The option to update client preferences for text/phone appointment reminders has been added to the "Update Client Data" form to allow those who do not have access to the Admission forms to update client preferences for reminder calls/texts. As a reminder, this option is only available for those programs who were already using Avatar scheduler at the time of the launch of this pilot (August 24, 2026). For more information, please refer to the email sent through BHRS Communications on August 18, 2026 and the updated FAQ (dated 9/2/26) that can be found [here](#).

IMPORTANT REMINDER: Updating the preference in Avatar only covers client's request for appt reminders. **If you are a treatment program** and will be communicating with the client over phone/email/text, **you MUST also complete the E-Communication Consent form**. We found through the DHCS Triennial Audit that calls for scheduling appointments frequently turn into an actual service (case management, rehab, etc.) over the course of the call. Therefore, a completed E-Communication consent should always be in place to ensure that these unexpected virtual/remote treatment services are covered by a completed consent form. Please review the policy and form which can both be found [here](#).

BHRS Epic Build

Effective: Now

Reminder to please check the **BHRS Epic Teams channel** for updates regarding the Epic Build. This is where we communicate tasks, etc. That are often needed to move on to the next step in the build process. It is critical that program leadership provide feedback where it is requested or else the Epic build will not meet your program needs.

A **BHRS Epic Touchpoint** standing agenda item has been added to review lists submitted to Epic and a review of data gaps that we need program input from. If you have been selected to attend the Touchpoint, it is critical that you attend so that you can review the materials and let us know if something is missing.

E-Communication Consent (incl. Telehealth Consent)

Effective: Now

One of the major findings in our DHCS Triennial Audit found that many staff are using older copies of the Telehealth Consent which are not up-to-date with current telehealth guidelines. If you have a copy of the Telehealth Consent in your computer, please delete and instead **ALWAYS go to this [link](#) to view the policy and obtain the most up to date version of the Telehealth Consent** (now called the **E-Communication Consent** form because it includes consent for Telehealth services but also other forms of electronic communication such as email/text).