SAN MATEO COUNTY HEALTH
BEHAVIORAL HEALTH
& RECOVERY SERVICES

Protocol for Printing Client's Chart in Response to
"Subpoena to Release Records" or "Client Re*quest for Records"*

Last Updated: 3/3/2025

Steps to Take:

Step 1) Review Request with clinical team, and for subpoena send the subpoena to the County Attorney's Office.

Step 2) In Avatar print the following documents listed below. <mark>Only final versions of documents are included as part of the record release.</mark>

Step 3) Review the episode display (**if the client was opened earlier than 2010 request the chart from storage and make a copy of the documents listed below).

Step 4) **BEFORE providing the documents ask the clinical staff to review the documents and WAIT for the clinical staff's approval to release records.**

Step 5) Any questions or other types of records release please contact QM.

QM Contact Information: HS_BHRS_QM@smcgov.org

In Avatar You Will Print Documents from the Following Sections:

CLIENT TREATMENT OVERVIEW DOCUMENTS

BHRS Episode Display

1. (Search client > select client) Go to search forms "BHRS Episode Display" double click.

2. Click "Process" and report will open, print report.

MH Client Dashboard

Print Client Dashboard. Search client > Select client. Search form "MH Client Dashboard", select and process. Report will open and print report.

https://www.smchealth.org/bhrs-doc/subpoenas-release-records-96-14
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URGENT CARE PLAN

Print Urgent Care Plan. Search client>Select client>go to Documentation view Tab. Right column Forms - Select "Urgent Care Plan", double click/open selected date of Urgent Care Plan. Right side column, click on print>print current. ("Print All" - **does not** print all reports just current selection.)

MEDICAL DOCUMENTS

Print Medical documents. Search client>Select client>go to Documentation view Tab. Right column scroll down to Scanned Documents - Select "Discharge Summary" or "Medical Consultations-Hospitalizations", double click>selected date of Discharge Summary or Medical Consultations-Hospitalization. Right side column click on print>print current. ("Print All" - **does not** print all reports just current selection.)

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CLINICAL DOCUMENTATION (PREVIOUSLY KNOWN AS CLIENT VIEWS)

Progress Notes

** EXCEPTION – all Restricted labeled notes **must** be reviewed by a clinician. (If applicable for subpoenas, verify the time frame of the notes requested).

1. Print Progress Notes. Search >Progress Note Report>go to Documentation view Tab. Search "Progress Notes Report By Client" or "SUD Progress Notes Report by Client" if an SUD program and select>Enter client name and select. Do <u>not</u> print Independent Notes.

2. Enter Start Date and End Date. Make sure to select "**Final**" under the "Status Parameter." This is because only final versions of progress notes should be included in records releases. Next, click on the "Process" button. The report will pop up and you can then print report.

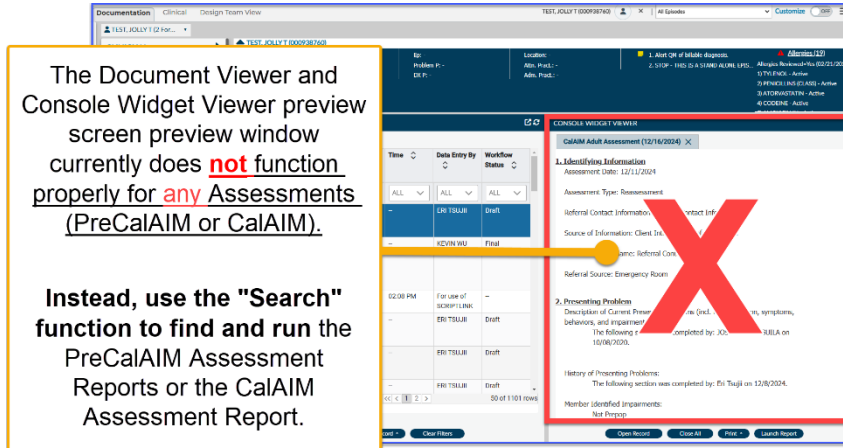Protocol for Printing Chart - Response to "Subpoena" or "Client Request"

Assessments

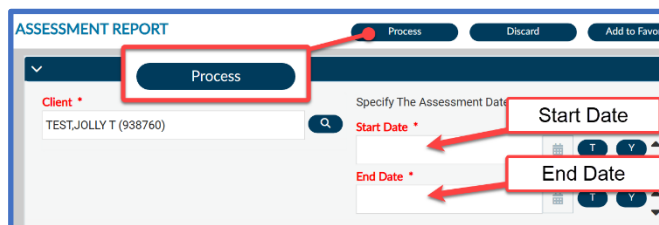**DO NOT USE THE DOCUMENT VIEWER OR CONSOLE WIDGET VIEWER TO PRINT ASSESSMENTS.**

The Document Viewer and Console Widget Viewer preview screen preview window currently does **not** function properly for any Assessments (PreCalAIM or CalAIM).

Instead, use the "Search" function to find and run the PreCalAIM Assessment Reports or the CalAIM Assessment Report.

This is the proper way to print Assessments for record releases:

1. Search client >Select client > search for the name of the report. (See list of report names below). Print all of the following Reports:

    ☐ **PreCalAIM Adult Assessment Report**
    (for Assessments submitted in Avatar prior to 12/16/2024)

    ☐ **PreCalAIM Youth Assessment Report**
    (for Assessments submitted in Avatar prior to 12/16/2024)

    ☐ **CalAIM Adult Assessment Report**
    (for Assessments submitted in Avatar on or after 12/16/2024)

    ☐ **CalAIM Youth Assessment Report**
    (for Assessments submitted in Avatar on or after 12/16/2024)

    ☐ **P.I.N. Assessments v1 (ALL)**

    ☐ **PRE to 3 Assessments v1 (ALL)**

2. Enter Start Date and End Date. Select process. Report will pop up and print report.

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Treatment Plans

Print Treatment Plan. Search client>Select client>go to Documentation view Tab. Right column Forms - Select "Client Treatment and Recovery Plan", click on "Launch Report" on the bottom right of the Console Widget viewer. ("Print All" - **does not** print all reports just current selection.)

Print Treatment Plan. Search client>Select client>go to Documentation view Tab. Right column Forms - Select "Client Treatment Plan Addendum", double click/open selected date of "Client Treatment Plan Addendum". Click on print>print current on the bottom right corner of the Console Widget Viewer. ("Print All" - **does not** print all reports just current selection.)

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SCANNED DOCUMENTS (**NOT RESTRICTED)

Print out all scanned documents in the chart. (***EXCEPTION – **DO NOT** print documents any documents marked as Restricted, see example below). Search client > Select client > go to Documentation view Tab. Scroll down to Scanned Documents. Select and print scanned documents pertaining to subpoena or records request.

List of Documents that should NOT be released

- ✖ Conservator Investigation Reports
- ✖ Court Reports (Restricted)
- ✖ Maguire Correctional (Restricted)
- ✖ NMT (Restricted)
- ✖ Reports to CPS, APS (Restricted)
- ✖ Restricted - Other docs
- ✖ Restricted Tox Screen - HIV
- ✖ Restrictions Use/Disclosure of PHI-Form
- ✖ School Incident Reports (Restricted)
- ✖ Sexual History/HIV Assessment
- ✖ Sexual History (Restricted)
- ✖ Subpoenas (Restricted)

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