Effective Now!	Coming Soon!	New/Updated Policies
• <u>For BHRS Staff</u>: SDA Appointment Templates	• Clinical Consent Retraction in Avatar	• 22-06: E-Communication Policy (General Guidelines) • 22-07: E-Communication (Client Communication)

New E-Communications Policies and Updated Avatar Forms and Scripts — **Available Now**

What: New Policies and consent form to address use of electronic communication.

Who: All Staff

Details: The Cell Phone, Email, Fax, and Telehealth Usage policies have been merged into two new policies: 22-06 contains general guidelines and 22-07 contains additional guidance specific to communication with clients. <u>Staff should become familiar with BOTH policies</u>.

The new E-Communication Consent Form is replacing the Telehealth Consent form and the Cell Phone Agreement. **Please review and complete this new form with your clients at your next appointment even if you had previously completed the Telehealth Consent form or Cell Phone Agreement.** This is because the new consents include NEW information re:

- email, text, and transportation option notifications, which are requirements from DHCS.
- allows for the option of sending telehealth appt links through unencrypted email <u>with client's informed consent.</u>

The new E-Communication Consent form is also available in the "Clinical Consent Form" in Avatar and the Telehealth Consent and Cell Phone Agreement have now been removed. The How to Guide: Avatar Clinical Consent Form and Avatar Clinical Consent Form Scripts have also been updated to reflect the E-Communication form. You can find both resources on the QM website.

SDA Appt Templates — **Available Now**

What: SDA Missed Appt Outreach Templates

Who: BHRS Clinics with SDA

Details: The SDA Missed Appointment Outreach Templates have been translated for clinics to use. You can find these documents here.

Consent Retraction — **TBD**

What: Consent Retraction option for Clinical Consent form in Avatar

Who: All Staff who use the Clinical Consent form in Avatar

Details: Retractions for consents completed directly on Avatar will soon be able to be tracked in Avatar. Staff may use this form for consent forms created prior to the launch date of the form, but this is not required. Questions? Don't worry! Once we're ready to go LIVE with the form, we will provide staff with additional details and support. More details to come!

BHRS IT BYTES

Updates from Avatar NX Project

- **For our next NX Upgrade migration, BHRS IT and QM are developing changes to meet CalAIM standards for Problem List and Treatment Plans. These changes will meet the current standard required and will be rolled out along with the NX update.**

- We are also working towards making all required changes, validations and adjustments to Avatar Reports, Document Routing .

Notable Active Requests/Projects

- The following is a list of items that BHRS IT is engaged with different teams to continue to make progress or complete in April:

  - ARPA GPS Pilot for Adult and Youth Crisis Program and Dashboard development with Five Base continued and in progress.

  - The Closed Loop Referral Project was presented in Change Control Meetings, it is being developed with Five Base to meet the challenges of addressing Referrals externally from BHRS. This project will work in conjunction with our implementation of Collective Medical's notification dashboard

  - Currently reviewing hoteling spaces and conference rooms within BHRS facilities to optimize and create new updated functional stations

  - BHRS is currently in progress on implementing MFA authentication for Avatar (aka Netsmart NIAM), expected to be tested in pilot by May

  - Please be on the lookout for an information and knowledge sheet this month from BHRS IT regarding safety measure and processes for handling your county issued equipment and mobile devices

Up and Coming:

4/23   Zoom pilot ongoing

5/23 ARPA Phase 2 ongoing

6/23 FHIR interface implementation

6/23 New NX migration trainings and plan for all BHRS staff via LMS

Reminder:

Please be aware that a ServiceNow ticket is the best way to request assistance for IT support items as well as for workstation/ desktop support needs from ISD