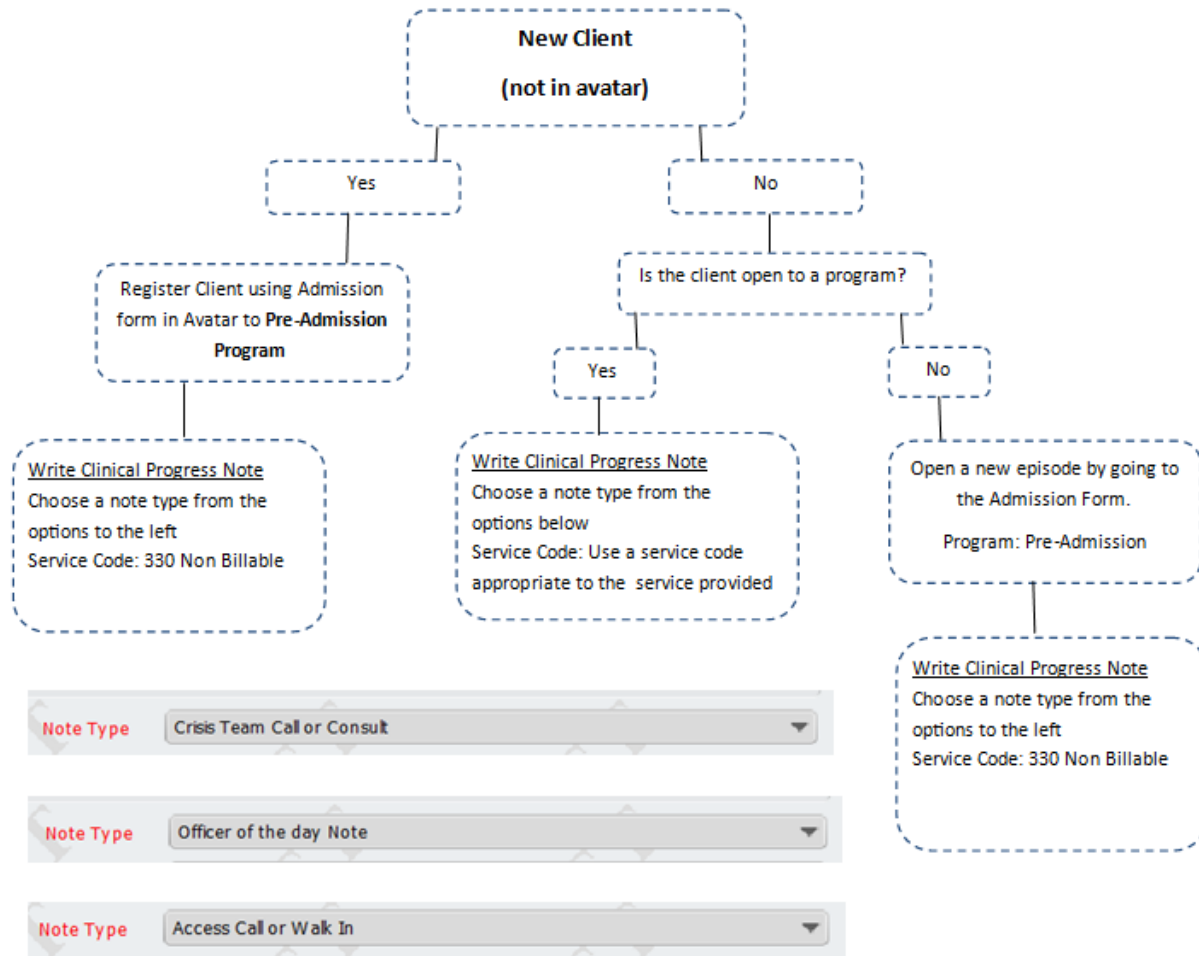


CHAPTER 23 – CALL LOG PROCESS

PURPOSE	<p>This function is used for three purposes:</p> <ol style="list-style-type: none"> 1. Logging officer of the day calls – for new clients 2. Logging requests for new service that come from Access programs; as a walk in or call 3. Logging calls to the Crisis team or consults the Crisis team provides in the ER
RULES	<ul style="list-style-type: none"> • If the caller refuses to give information about themselves you can enter a progress note under client Caller Unknown CLIENT NUMBER 815864 • If the caller’s address is unknown use your locations address • If the social security number is unknown enter 000-00-0000 • You MUST use the correct note type “Crisis call” or “Officer of the day”
STEPS	<p>New Client (Not In Avatar)</p> <ol style="list-style-type: none"> 1. Register the client by going to the Admission form in Avatar 2. Get as many details as possible. 3. You will need to answer all required fields (fields in red) 4. If you do not have the required information select “unknown” if available 5. Select the <i>Pre-Admission program</i> 6. Submit the admission 7. Go to Clinical Progress Note MC and write a Non Billable progress note in the note type select “Crisis Team Call or Consult” or “Officer of the day note” or “Access Call or Walk In” <p>Existing Client (No open episodes/programs)</p> <ol style="list-style-type: none"> 1. Open a new episode by going into the Admission form 2. Add a new episode and complete the required fields (in red) 3. Select the Pre-Admission program and complete the admission 4. Go to Clinical Progress Note MC and write a Non Billable progress note in the note type select “Crisis Team Call or Consult” or “Officer of the day note” or “Access Call or Walk In” <p>Existing Client (with open episode/program)</p> <ol style="list-style-type: none"> 1. Go to Clinical Progress Note MC and write a progress note “Crisis Team Call or Consult” or “Officer of the day note” or “Access Call or Walk In” for the note type 2. Use a service code appropriate to the service provided <p>Choices in the progress note dictionary:</p> <div data-bbox="342 1360 1378 1444" style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Note Type Crisis Team Call or Consult</p> </div> <p>Or</p> <div data-bbox="342 1514 1378 1598" style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Note Type Officer of the day Note</p> </div> <p>Or</p> <div data-bbox="342 1633 1378 1703" style="border: 1px solid #ccc; padding: 5px;"> <p>Note Type Access Call or Walk In</p> </div>

Call Intake (Call Log) Flow Chart



Recent Clients

Unkown, Caller (000815864)

Chart Admission

Admission

Demographics
Inpatient/Partial/Day T...
Allergies and other Info...

Submit

Episode Number: 1

Client Name: UNKOWN, CALLER

Sex: Female Male Other Unknown

Date Of Birth: 07/01/2009

Age: 4

Preadmit/Admission Date: 06/18/2014

Preadmit/Admission Time: 10:45 AM

Program: **Pre-Admission Program**

Type Of Admission: First Admission

Source Of Admission: Information Not Available

Admitting Practitioner:

Attending Practitioner:

Practitioner Type:

Facility Chart Number:

Social Security Number: 000-00-0000

Perform Discharge Alert: Yes No

Chart Clinical Progress Note MC

Ambulatory Progress N...

Evidence Based Practice

Submit

Progress Note For: Existing Service Existing Appointment New Service

Draft/Final: Draft Final

Date Of Service: 06/20/2014

Location: Office

Service Duration: 20

Service Charge Code: **Non Billable Activity (330)**

Note Type: **Crisis Call**

User To Send Co-Sign To Do Item To: **Officer of the day Note**

Select T.P. Version: Client Treatment Plan (non-Episode based)

Select T.P. Item Note Addresses

Note Addresses Which Treatment Plan Problem

Clear 'Note Addresses Which Treatment Plan Problem' Text.