



# SANTA CRUZ COUNTY AVATAR INFORMATION NOTICE

## TOPIC: Update to Avatar Report Viewer

### Policies, Processes and/or Staff Affected

Date of Notice	2/18/2025
Change/Update	<b>An update to Avatar occurred yesterday, February 17, 2025.</b> The update enhanced the way reports are loaded, significantly reducing processing times. In preparation for the upgrade, IT staff compiled a list of reports to be removed, fixed or upgraded.
Staff Affected	Anyone who uses reports in Avatar.

### Avatar Report Viewer Upgrade:

- Until yesterday, reports were displayed in the Avatar Report Viewer, which is the software that runs our reports. This Avatar Report Viewer features a basic interface with limited functionality.
- The new interface, ***NX Report Viewer***, is launched directly in your web browser. It introduces modern styling, a more user-friendly interface, and greater speed and efficiency.

### Key Details:

- The upgrade is specifically designed to improve the way reports are viewed and interacted with.
- Reports run faster.
- There are no changes to general workflows or data entry processes.
- No changes to your computer are required. After the update, you will see the changes the next time you launch a report.
- If you run into an unexpected problem, contact [IT support](#).

#### Reports to be Removed, Fixed or Updated

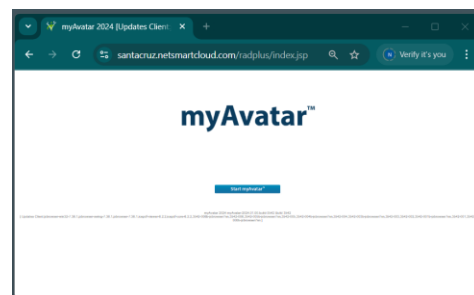
As part of our pre-upgrade efforts, we meticulously reviewed a list of "broken" or unused reports to determine which ones needed to be prioritized before the upgrade was implemented and which can be addressed later. To do this, we solicited feedback from key stakeholders to identify which reports to retire and which reports needed to be improved/fixed.

### Launching Avatar After the Upgrade: Use <https://santacruz.netSMARTcloud.com/radplus/index.jsp>

- **After the upgrade, the first time you launch Avatar, do not use a link on your desktop. Instead, go to the Avatar URL and launch from there.**

<https://santacruz.netSMARTcloud.com/radplus/index.jsp>

- Launching from the Avatar URL will ensure you have the most recent version of Avatar, that has the upgrade.



### New Features and Improvements with NX Report Viewer:

1. Enhanced Printing Options: Users can preview reports in a dedicated preview page before printing, ensuring accuracy and layout confirmation.
2. Modern Design: The new viewer offers a visually updated and streamlined design for improved user experience.

Avatar NX Report Viewer 2025.01.00

Close Report

Print ReportExport

Find...1 of 1100%

SAP CRYSTAL REPORTS\*

Group Tree

7.008.00

BEHAVIORAL HEALTH  
HEALTH SERVICES AGENCY

Service Activity Report

1/28/2025

Date Range: 7/1/2024 - 8/1/2024  
Provider: All

Practitioner Category Summary / Click here for an executive summary

	Unique Clients	Number of Contacts	Total	Adjusted Total	Allowable	Medical Eligible	Medi-Cal's	Cost	CalAIM Units
July MH Acute Hospital									
IP - SAN JOSE BEHAVIORAL HEALTH IP-SANJOSE	5	26	26	26		0.00		\$54,444.00	
MAXWELL, EDWARD J 1240) PSYCHIATRIC BED	5	26	26	26		0.00		\$54,444.00	0
MH Acute Hospital MH IMD	5	26	26	26		0.00		\$54,444.00	
Crestwood - Angwin-MHBC CR-AGWN	4	124	124	124		0.00		\$44,818.56	
STAFF GENERAL M1360) IMD WITH PATCH	4	124	124	124		0.00		\$44,818.56	0
Crestwood - Fremont-SNE CR-FRE	1	31	31	31		0.00		\$5,177.00	
STAFF GENERAL M2610) SNF AUGMENTATION	1	31	31	31		0.00		\$5,177.00	0
Crestwood - Modesto-SNE CR-MODA	9	233	233	233		0.00		\$39,085.75	
STAFF GENERAL M1310) SKILLED NURSING FACILITY	9	233	233	233		0.00		\$39,085.75	0
Crestwood - Stockton-SNE CR-ST	3	88	88	88		0.00		\$14,762.00	
STAFF GENERAL M1310) SKILLED NURSING FACILITY	3	88	88	88		0.00		\$14,762.00	0

DRAFT1

3. Improved Exporting Tools: Exporting reports now includes a refined dropdown menu with more intuitive options for selecting file formats.

Print ReportExport

Format: Select A Format

OkCancel

Find...1 of 100100%

Group Tree

7.008.00

Main Report

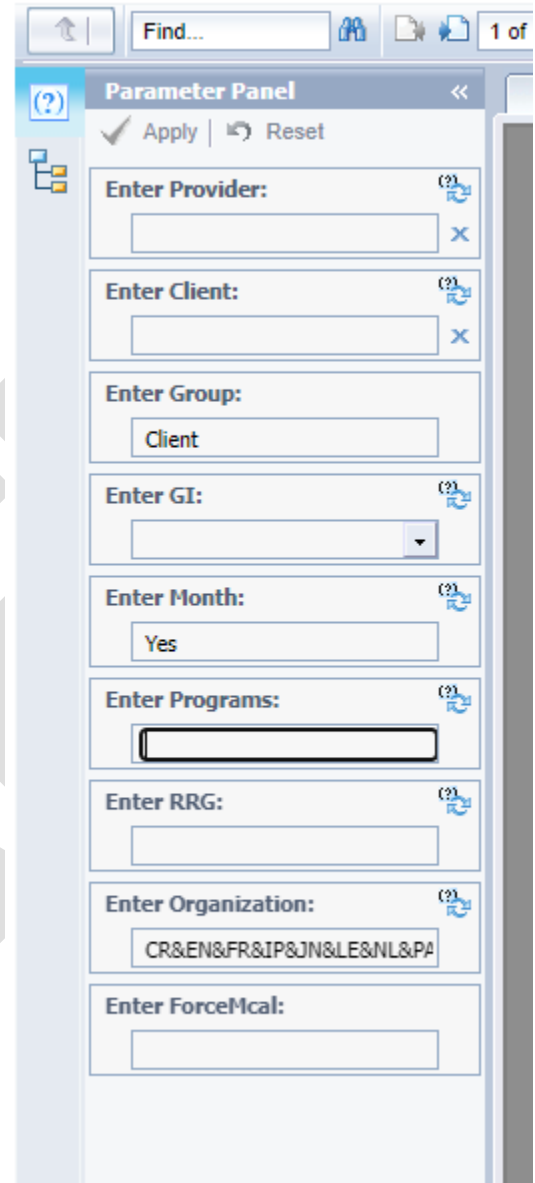
#### 4. Improved Search Functionality:

- The NX Report Viewer adds the ability to search for records directly within reports, enabling faster access to specific information.
- NX Report Viewer additionally allows you to adjust some parameters directly in the report.

#### Help, Questions and Feedback

**COUNTY BEHAVIORAL HEALTH STAFF:** Contact County IT Support at 454-2901 or email [ITSupport@santacruzcountyca.gov](mailto:ITSupport@santacruzcountyca.gov)

**CONTRACTOR STAFF:** Contact the County Health Services IT Support desk at 454-4657 or [HSA.MhCompAssist@santacruzcountyca.gov](mailto:HSA.MhCompAssist@santacruzcountyca.gov)



The screenshot displays the 'Parameter Panel' of the NX Report Viewer. At the top, there is a search bar labeled 'Find...' and a '1 of' indicator. Below the search bar, the panel contains several input fields for filtering data:

- Enter Provider:** A text input field with a search icon and a close button (X).
- Enter Client:** A text input field with a search icon and a close button (X).
- Enter Group:** A dropdown menu currently showing 'Client'.
- Enter GI:** A dropdown menu.
- Enter Month:** A text input field currently showing 'Yes'.
- Enter Programs:** A text input field.
- Enter RRG:** A text input field.
- Enter Organization:** A text input field currently showing 'CR&EN&FR&IP&JN&LE&NL&PA'.
- Enter ForceMcal:** A text input field.

At the top of the panel, there are 'Apply' and 'Reset' buttons. A large, light gray 'DRAFT' watermark is visible across the background of the page.