# SANTA CRUZ COUNTY AVATAR INFORMATION NOTICE

## TOPIC: Treatment Plan Problem Status Issue

### Avatar Form(s), Process and/or Users Affected

| | |
|---|---|
| Date | 5/21/2018 |
| Avatar Form(s) | **All Avatar ==Treatment Plans== – The issue affects the Problems Table.** |
| Issue | ***Status of Treatment Plan Problems spontaneously reverts to "Invalid"== and cannot be changed back.*** |
| Users Affected | Users who write treatment plans |

### Description of Issue

There is a new error that is appearing in all Avatar treatment plans. The problem involves the status of treatment plan problems.

The status of some problems in the Problems Table will spontaneously revert to "Inactive" and cannot be changed back. If you attempt to do so, you get this warning.
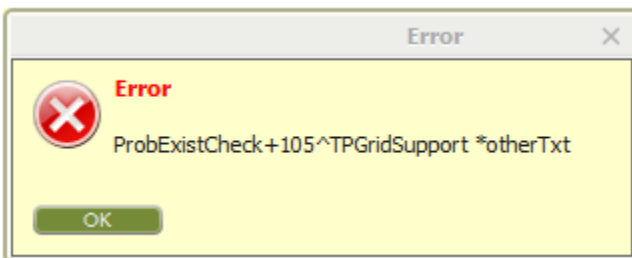


This is an issue because we need to be treating Active problems.

In addition, if you try to add a new problem, you might also encounter the same issue, where the status wants to be "Inactive."
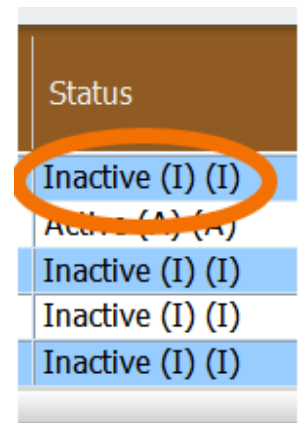
### Temporary Solutions

We are working with Netsmart to get this problem sorted out, but meanwhile, do the following if you experience this error.

==**WORKAROUND SOLUTION #1:**== This workaround MAY successfully fix the problem for NEW PROBLEMS that you are attempting to add. If not, see solution #2.

1. If Avatar will not allow you to set the status of the problem as "Active," Change the status to "Inactive," and then submit and (Save & Close) the treatment plan as a draft.
2. Reopen the Treatment Plan.
3. Change the status to "Active" for the problem that is not working right. If this does not work, see solution #2.

==**WORKAROUND SOLUTION #2**==

1. Complete the Treatment Plan, leaving the status as "Inactive" on the problem that is having the issue.
2. Submit (Save & Close) the plan as a draft.
3. Print out a copy of the draft treatment plan.
4. Draw a single line through "Inactive" and then write "Active" next to it.

5. Initial the change you made.

6. Obtain signatures on the printed copy of the plan.

7. Have treatment plan scanned in to chart.

8. Don't forget to enter the date the client was offered a copy of the treatment plan into the electronic version of the plan and then finalize and submit.

9. In your progress note documenting the service, explained what happened regarding the status of the problem or problems with the "Inactive" status.

## For More Information Contact

*The QI help desk at [askqi@santacruzcounty.us](mailto:askqi@santacruzcounty.us)*