

SANTA CRUZ COUNTY AVATAR INFORMATION NOTICE

TOPIC: **New** Avatar Hospital Alerts

Avatar Forms, Changes and Users Affected

Date	3/9/2021
Avatar Widgets	My To Do's, NEW: SCHIE Alerts
Change	New system will send an alert when a client on a user's caseload is medically hospitalized or has an ER visit at either Dominican or Watsonville Hospitals.
Users Affected	All Clinical Staff and Supervisors

NEW
WIDGET

Summary

Avatar has a new feature that alerts clinicians when a client on their caseload is hospitalized. The alert appears in the My To Do's Widget until the user dismisses it. The alert information will stay for a month in a new Widget called SCHIE Alerts. Only people who have the client on their caseload will get the alert.

Because the alerts are connected to a user's caseload, caseloads should be reviewed for accuracy and changes made if needed.

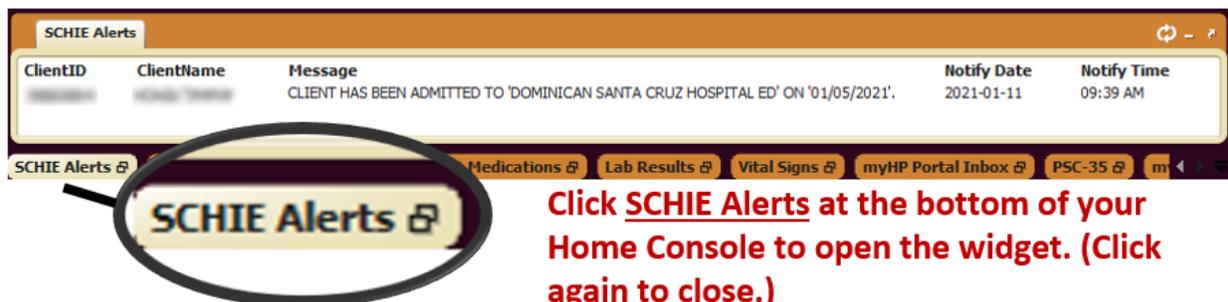
My To Do's

- ❖ If your client has been hospitalized, you will see an additional tab in your My To Do's.
- ❖ Click the CareGuidance tab in your My To Do's to see the alert.
- ❖ To dismiss the alert, click "Acknowledge." This will make the alert disappear.
- ❖ If you want to see the information again, there is a widget that will keep the information for 30 days called SCHIE Alerts.



SCHIE Alerts Widget

You may have noticed a new Widget on your Avatar Home Console called SCHIE Alerts. If you click the SCHIE Alerts button (bottom of page) it will open the widget. The widget displays hospitalization alerts for all clients on

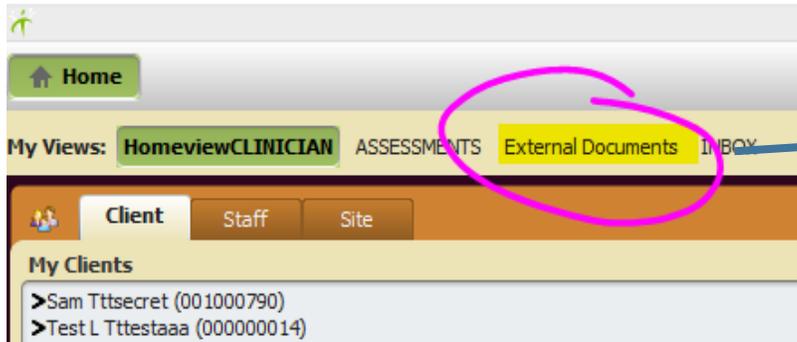


your caseload. The alerts will drop off after 30 days. Note that these alerts are ONLY for medical admissions or ED visits at Dominican or Watsonville Hospitals.

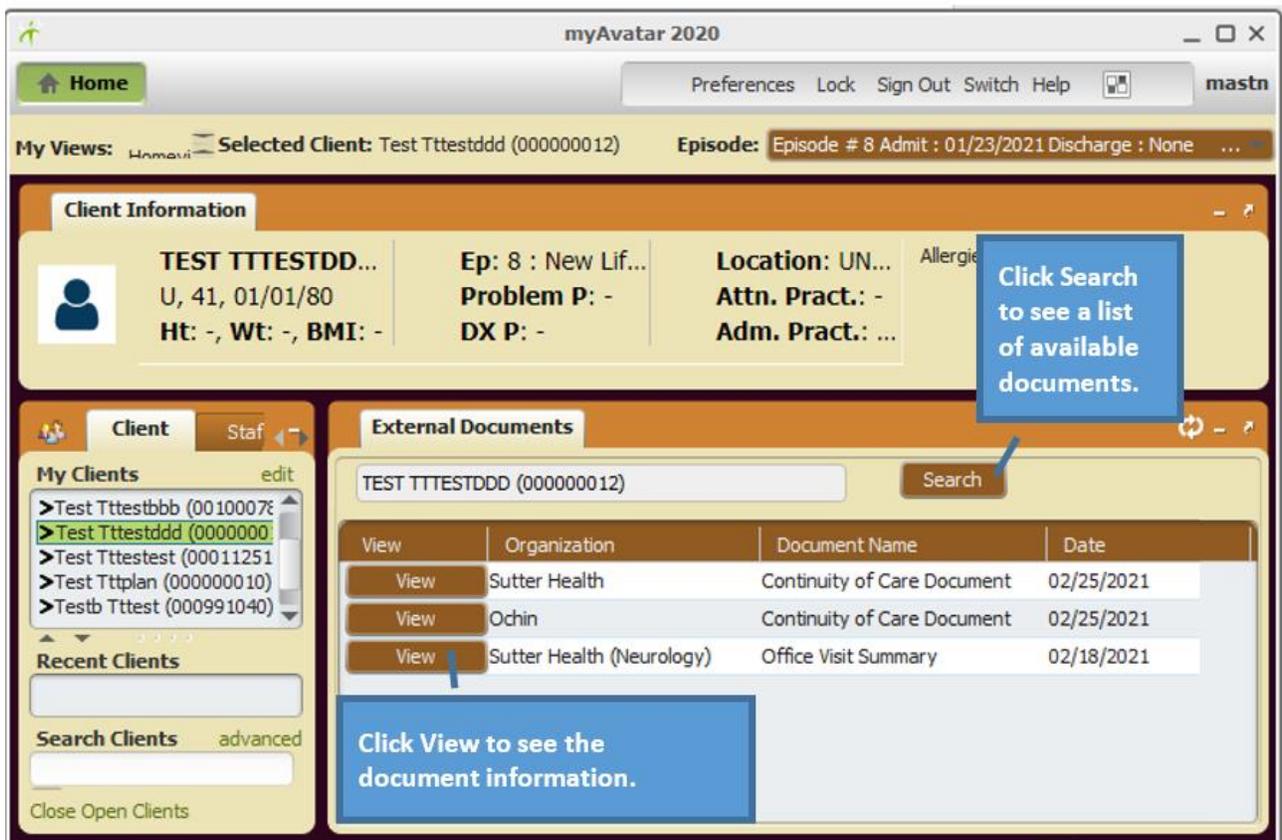
Staff External Documents Console

If you want more information about your client's hospitalization, you can check the External Documents Console. This console has information about medical visits from the Santa Cruz HIE/HIO clinical data repository. Depending on the type of medical services your client received, you may find information here.

To access the External Documents Console in Avatar, first to go to your Avatar Home View, by clicking the Home button in the upper left-hand corner. Then, click External Documents.



Click View External documents to go the External Documents Console.



Click Search to see a list of available documents.

Click View to see the document information.

Clinical Considerations

If you get a hospital alert, it's good practice to follow up. This is a great opportunity to have a constructive conversation with your client about the issues that led to the hospitalization. Use good clinical judgement when sharing what you know about the hospitalization. It can be startling for a client to find out that you know very personal information about them. **Talk to your supervisor about the best way to follow up with your client.**

Caseload Cleanup

Keeping caseloads current is important. Avatar users only get hospital alerts if the client is on their caseload.

We don't want people getting alerts for clients that they aren't working with. This creates "visual clutter" and also may violate HIPAA rules.

To have a client added to your caseload use Staff Messaging

The Staff Messaging form in Avatar sends messages to another user's My To do's. To have a client added to, or removed from your caseload, you must send a message to a county clerical worker using Staff Messaging.

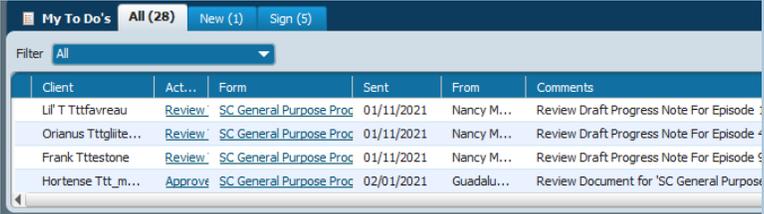
For general instructions on how to use Staff Messaging, see page 61 of the [Santa Cruz Avatar Clinicians Manual](#) on the Santa Cruz Avatar Webpage.

For instructions on how to use Staff Messaging to request changes to your caseload, see page 71 of the [Santa Cruz Avatar Clinicians Manual](#) on the Santa Cruz Avatar Webpage.

About the My To Do's Widget

The "My To Do's" widget in Avatar has links to forms that are in draft, reminders to complete or review certain forms, and messages from other Avatar Users. If you are a clinician who writes progress notes, you're probably most familiar with clicking links in this widget to reopen draft progress notes.

Hospital Alerts appear in your My To Do's.



Client	Act...	Form	Sent	From	Comments
Lil' T Tttfavreau	Review	SC General Purpose Prog	01/11/2021	Nancy M...	Review Draft Progress Note For Episode :
Orianus Tttglite...	Review	SC General Purpose Prog	01/11/2021	Nancy M...	Review Draft Progress Note For Episode <
Frank Tttestone	Review	SC General Purpose Prog	01/11/2021	Nancy M...	Review Draft Progress Note For Episode <
Hortense Ttt_m...	Approv	SC General Purpose Prog	02/01/2021	Guadalu...	Review Document for 'SC General Purpose

For More Information Contact

The QI help desk at askqi@santacruzcounty.us

This notice will be linked on the [Santa Cruz County Avatar WebPage](#) soon.

The easy way to get to the web page is to type Avatar into the Search Forms blank when you are in Avatar. Click on Avatar Resources and this will launch the web page.



Search Forms

avatar

Name	Menu Path
Avatar Resources	Avatar PM / Resources

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