SANTA CRUZ COUNTY AVATAR INFORMATION NOTICE

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

Date	8/3/2017
Avatar Form(s)	All Treatment Plans – Problems Table
Process	Adding Problems to the Treatment Plan
Users Affected	Any user who writes treatment plans. This includes both **SUD and MH** staff.

Summary/Introduction

This notice contains information about common errors that occur when users add problems to a treatment plan.
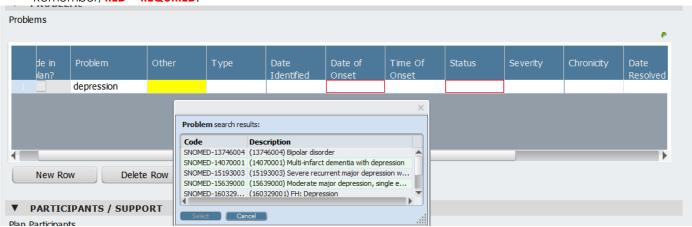
If problems are added to a treatment plan in the wrong way, the plan may be invalid.

If the plan is invalid, the services covered by the plan may be denied.

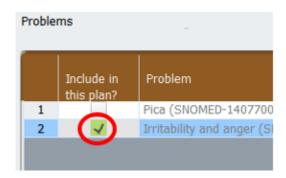## Detailed Description of Issues and Solutions

1. **Unable to "check" problems in Problems Table.**

   If you cannot check off a problem in the problems table, it is probably because you have not entered the Date of Onset and the Status for the problem. In the picture below, see how these two items are outlined in red. Remember, **RED = REQUIRED**.

   If you cannot see these questions, use the horizontal scroll bar at the bottom of the table to slide over to the right. This is where you will find these required questions.

   Once you enter the Date of Onset and Status, you should be able to check off your problem.

2. **Problem Status is incorrect.**

   In order for your plan to be valid, the status of your problems must be ACTIVE.

   DO NOT put "MONITORING" or "INACTIVE" as the status for your problems. If you do this, any goals, objectives or interventions associated with this problem will be invalid. If you no longer need a problem, change the status to "Resolved."

3. **Add problems in the Problems Table, not on the Plan Builder Page.**

   IMPORTANT: You must add your problems to the problems table. Do not add problems on the plan builder page, where you add your goals, objectives and interventions. If you do this, your problem may not work properly and you run the risk of your plan being invalid.

For More Information

See Pages 182 – 184 in the Avatar Clinicians Manual on the county Avatar webpage for more detailed information about treatment plan problems.

You may also contact the QI help desk at askqi@santacruzcounty.us, or Nancy Mast at 454 – 5087 or Nancy.mast@santacruzcounty.us

Other Avatar Resources

You can find helpful information about Avatar at the Santa Cruz Avatar webpage at

http://www.santacruzhealth.org/hsahome/hsadivisions/behavioralhealth/avatarresources.aspx

You can also navigate to the County Avatar webpage by typing in Avatar Resources into the Search Forms blank on your Forms Widget. If you click in the link, this will take you to the website.