



LIVE WELL
SAN DIEGO

SmartCare Guide

Crisis Stabilization Units

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Client Search/Inquiry/New Client

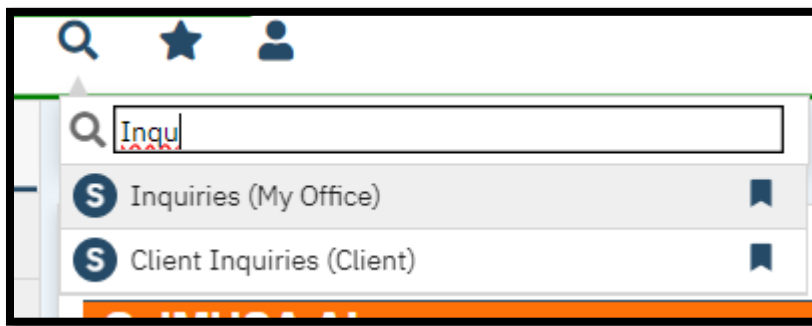
In SmartCare the proper sequence when receiving a new client is to:

1. Open an Inquiry
2. Search for the client to see if they are already in the system
3. Complete the Inquiry
4. Create the client if they were not already in the system

Open Inquiry

The Inquiry is a screen which allows the user to document a request for services.

1. Search for and select “Inquiries (My Office)”



2. Click the New Icon



Client Search

If you have not already selected a client, the Client Search screen will open next.

Client Search

Clear

Name Search Include Client Contacts Only Include Active Clients (Checking will not allow option to create new Client)

3 Broad Search Narrow Search Type of Client Individual Organization

Last Name **1** First Name **2** Program

Other Search Strategies

5 SSN Search **4** Phone # Search

7 DOB Search **6** Master Client ID Search

Primary Clinician Search Client ID Search

Authorization ID / # Insured ID Search

Records Found

ID	Master ID	Client Name	Chosen Name	SSN/EIN	DOB	Status	City	Primary Clinician
No data to display								

8

9 Select **10** Inquiry (New Client) Cancel

1. Enter a Last Name
2. Enter a First Name
3. Click Broad Search
4. Enter Social Security Number
5. Click SSN Search
6. Enter Date of Birth
7. Click DOB Search

8. Clients matching your search criteria will appear in the Records Found section
9. If a record matching the client appears, click Select
10. If no matching records are found, click Inquiry (New Client)

Complete Inquiry

Initial Tab

The screenshot shows a form titled "Inquirer Information" with a "Crisis" checkbox. The form contains several input fields: "Relation To Client" (a dropdown menu with "Self" selected), "First Name", "Middle Name", and "Last Name" (text boxes), "Call Back", "Ext", and "Email" (text boxes), and "Start Date" (a date picker with "T", "Y", and a calendar icon) and "Start Time" (a time picker with a "Now" button). Red circles with letters a through h are placed over the form to indicate the locations of the field definitions provided in the text below.

1. Field Definitions: Inquirer Information

- a. **Crisis Checkbox:** Select this checkbox to display the Crisis tab. Do not use this at this time. This has not been setup completely.
- b. **Relation to Client:** Indicates whether the potential client contacted your organization or if someone did so on the client’s behalf. If the client made the contact, the information from the client search will also pull into the Client Information (Potential) section discussed below. Select the relationship between the potential client and the inquirer.
- c. **First Name, Middle Name, Last Name:** Enter the first, middle, and last name of the inquirer. If Self is selected in the Relation To Client field, this information populates from the Client Search window.
- d. **Call Back:** Enter the phone number to call the inquirer back should the call be ended prior to gathering all information. If Relation to Client = Self, this information will also pull into the Home Phone field in the Client Information (Potential) section of the Initial tab
- e. **Ext:** Pairs with the Call Back field to document an extension, if applicable
- f. **Email:** Enter an email address for the inquirer. If Relation to Client = Self, this information will also pull into the Email field in the Client Information (Potential) section of the Initial tab.
- g. **Start Date:** Enter the date that the Inquiry occurred.
 - This field also has paired buttons, T and Y, for today and yesterday, respectively. Click the T button to set the date to today. Click the Y button to set the date to yesterday.
 - Enter the date in the mm/dd/yyyy format or click the calendar icon to select the date.

- Click the double caret (<< or >>) to navigate backward or forward by one year. Click the single caret (< or >) to navigate backward or forward by one month.
 - For pre-set dates, click the applicable hyperlink in the Streamline Date/Time Language section at the bottom of the pop-up calendar. Click <<More>> to display a menu of shortcuts.
- h. **Start Time:** Time that the Inquiry began. Next to the Start Time field is a Now button. Clicking this button sets the Start Time to the current time. You can also manually enter the start time and include AM or PM. If you do not enter a time, the system defaults to 12:00 AM.

The screenshot shows a web form titled "Client Information (Potential)". The form contains several input fields and dropdown menus, each marked with a red letter in a circle:

- a:** First Name (required, indicated by a red asterisk)
- b:** Client ID
- c:** Sex (dropdown menu)
- d:** SSN
- e:** Date of Birth (DOB) field
- f:** Age (dropdown menu)
- g:** Home Phone
- h:** Email
- i:** Address1
- j:** Urgency Level (dropdown menu)
- k:** Inquiry type (dropdown menu)
- l:** Contact type (dropdown menu)
- m:** Presenting Problem (text area)
- n:** Current Client Information (If any) (text area)

Other fields include Middle Name, Last Name (required), SSN Unknown/Refused (checkbox), Cell, Address2, City, State, and Zip.

2. Field Definitions: Client Information (Potential)

- First Name, Middle Name, Last Name:** If information exists in the client record for these fields, the data initializes and is not editable. If there is no information in the client's record to initialize and the field was not created via the client search, data can be entered into the field.
- Client ID:** If the client is pre-existing, an ID displays here as a hyperlink that can be used to navigate to the client record. If there is no pre-existing information, this field remains empty until the potential client becomes a client.
- Sex:** If information exists in the client record for this field, the data initializes. If there is no information in the client's record to initialize, a value can be

selected from the dropdown. This pertains to the legal gender for billing insurance.

- d. **SSN:** Select this checkbox to indicate a lack of documentable SSN for the client. If applicable, selecting this checkbox fulfills the requirement for a SSN. If the SSN Unknown/Refused checkbox is selected, the field remains empty until the Inquiry is saved and then the field is populated with the value 999-99-9999.
- e. **DOB:** If information exists in the client record for this field, the data initializes. If there is no information in the client's record to initialize, a value can be entered.
- f. **Age:** This field is populated after the DOB field is populated.
- g. **Home Phone, Cell:** If information exists in the client record for these fields, the data initializes. If there is no information in the client's record to initialize, a value can be entered.
- h. **Email:** Enter an email address for the client.
- i. **Address, City, State, Zip:** If information exists in the client record for these fields, the data initializes. If there is no information in the client's record to initialize, a value can be entered.
- j. **Urgency Level (Required):** Select a value related to the client's urgency need relative to their request.
- k. **Inquiry Type:** Select a value to categorize the type of Inquiry.
- l. **Contact Type (Required):** Select a value to describe the mode of contact used by the client.
- m. **Current Client Information** (If any): If the client for whom an Inquiry is being documented has previously been a client with the organization, the following information, if it is in the client's record, initializes here:
 - Client ID
 - Last Inquiry Date
 - Coverage History
 - Episode Number from Episodes tab of client information
 - Registration Date from Episodes tab of client information

- Discharge Date from Episodes tab of client information

n. **Presenting Problem:** Free text to enter the client’s presenting problem.

The screenshot shows a form titled "Inquiry Handled By" with the following fields:

- Recorded By: a (dropdown menu showing "rogadmin")
- Information Gathered By: b (dropdown menu showing "rogadmin")
- Program: c (dropdown menu)
- Gathered By Other: d (text input field)
- Location: e (dropdown menu)
- Assigned To: f (dropdown menu)

1. Field Definitions: Inquiry Handled By

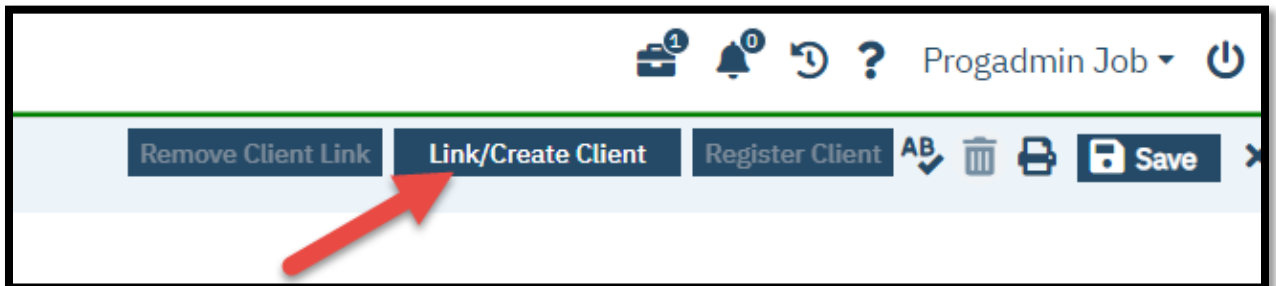
- Recorded:** Defaults to the logged in user and cannot be edited.
- Information Gathered By:** Select which staff member gathered the information from the client. This is usually the same as Recorded By. However, if an Inquiry is received by one person and logged by another, this field is available.
- Program:** Select which program information or services were being inquired about or by which program the Inquiry was handled.
- Gathered By Other:** Enter text to note if the Inquiry was gathered by someone other than a staff member, such as a community partner.
- Location:** Select where the client was calling from.
- Assigned to:** Select to whom the Inquiry is assigned.

4. When finished entering information, click the Save button in the top right corner

Create New Client If Needed

If the client was not found in the above client search, they must be created now.

1. Select the “Link/Create Client” button at the top of the Inquiry Details. This will bring up the client search window.



2. To verify that the client is not already in the system the search must be repeated.
 - a. Click the Broad Search or Narrow Search button.
 - b. Click the SSN Search button
 - c. Click the DOB Search button
 - d. If no records are found based on the search you do, an alert will show at the top of the window
 - e. The Create New Client Record button will become active

The screenshot shows the 'Client Search' window. At the top, there is a 'Clear' button and a red alert box with a star icon and the text 'No Search Records Found'. Below this is the 'Name Search' section with checkboxes for 'Include Client Contacts' and 'Only Include Active Clients (Checking will not allow option to create new Client)'. There are buttons for 'Broad Search' (marked with a red 'a') and 'Narrow Search'. The 'Type of Client' is set to 'Individual'. Search fields include 'Last Name' (Restest), 'First Name' (John), and 'Program'. Below this is the 'Other Search Strategies' section with buttons for 'SSN Search' (marked with a red 'b'), 'DOB Search' (marked with a red 'c'), 'Phone # Search', 'Master Client ID Search', 'Client ID Search', 'Primary Clinician Search', and 'Insured ID Search'. The 'DOB Search' field contains '01/01/1983'. At the bottom, there is a 'Records Found' table with columns: ID, Master ID, Client Name, Chosen Name, SSN/EIN, DOB, Status, City, and Primary Clinician. The table is empty with the text 'No data to display'. At the bottom right, there are buttons for 'Select', 'Cancel', 'New Registrations', and 'Create New Client Record' (marked with a red 'e').

3. Click the Create New Client Record button
4. The Client Search window will close and the new Client ID and Current Client Information fields will populate on the Inquiry Details.

The client will now need to be added to your program to continue documentation.

Bedboard

Bedboard is a list page used by programs to manage beds. The Bedboard list page shows all beds and identifies whether the bed is in use or not. You can use Bedboard to manage

new admissions and discharges, clients' attendance, and change beds. Admitting a client using this Bedboard will automatically enroll the client in the designated Program.

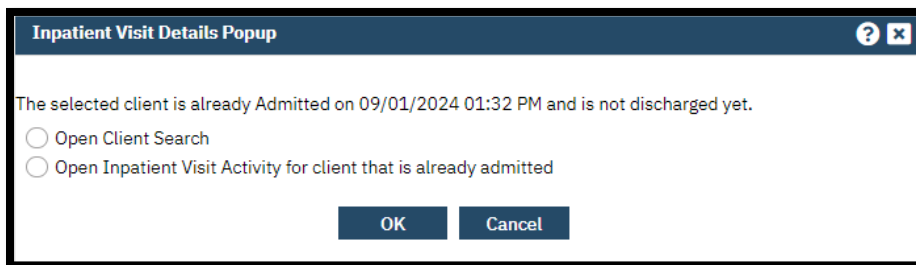
How to Open the Bedboard (My Office) List Page

1. Click the Search icon.
2. Type 'Bedboard' into the search bar.
3. Click to select Bedboard (My Office).
4. Ensure that you have set the filter to today's date and the program you should be viewing.

How to Admit a Client to a Bed

After you have selected the client you are going to admit to your program and navigated to the Bedboard (My Office) List Page.

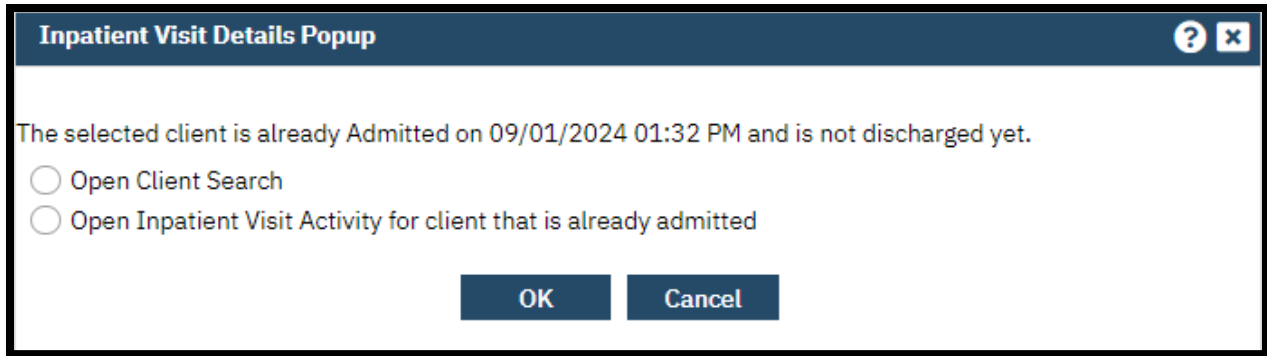
1. Locate an empty bed in your facility on the Bedboard (My Office) List Page.
2. Click the down arrow in the Status column in the row for the target bed.
3. Choose the Admit link. If you see a pop up like this, proceed to the next section.



4. The Census Management – Admit screen will open.
 - a. Verify the Admit Date and Time is correct.
 - b. Verify the correct Program is selected
 - c. Choose the correct Client Type
 - d. Choose the correct Admission Type
5. Click the Save Icon. An enrollment to the Program associated with the bed will be created automatically.

CSU With Program Enrollment Supplementary Guide

SmartCare is currently configured to prevent duplicate admissions to certain programs. It will not allow a client to be admitted to a CSU using the Bedboard if the client is currently admitted to a Residential Program. This pop up will appear.



It is not always possible for CSU staff to identify which program the client may be admitted to and it may not be possible for the residential program to make the changes necessary to the client's record to make it possible to admit them to the CSU in the usual way. Care and documentation should not be delayed. In this case, click Cancel in the message above and follow the steps below.

Open Client to Your Program

1. Open the client's record, if not already done. You can do this using the Client Search screen.
2. Open the Client Programs list page.
 - a. Click the Search icon.
 - b. Type "Client Program" in the search bar.
3. Select "Client Programs (Client)" from the search results.

This opens the Client Programs list page. Ensure that the client is not already enrolled in your program. If your program is not on the list, click on the New icon.
4. Complete the Client Program Details screen.
 - a. Select your program from the dropdown menu.
 - b. Enter the status of the program as "enrolled".
 - c. Enter the enrollment date and time. This is the start date and time of your CSU service.
 - d. If known, enter the assigned staff. You can also enter any comments related to this program enrollment.
 - e. Click Save.

Orders

Safety Check Order

In order to make a link for the Safety Check appear on the Whiteboard, an order must be placed.

1. Click the Search icon
2. Type Client Orders in the search bar
3. Click to select Client Orders (Client)
4. Click the New icon in the top right corner
5. If there are no other active Orders, the CDAG Program Enrollment window will popup. Select the appropriate program with the correct enrollment date and click OK.
- 6.
7. The Client Order screen will open
 - a. Order Entry Details
 1. Entered by should be the Staff entering the order
 2. Order Mode: Electronic
 3. Order Status: Active
 4. Ordering Physician: for this order it can be the
 5. Onsite Specimen Collection N/A
 6. Read back and verified N/A
 - b. Order
 1. Type Safety in the search bar
 2. Select one of the Safety Check orders with the appropriate frequency
 3. Preference: N/A
 4. Discontinued: N/A
 5. Priority: Now
 6. Start: Other
 7. Start Date enter date the order should start on
 8. Start Time enter time the order should start
 9. Enter an end date and time if applicable (leave blank if order should continue until discontinued)
 10. Program: will prepopulate with the residential program
 11. Comments: if needed
8. Click Insert and the order will be inserted into the Order List
9. Click Sign. The order is now active and will populate the Next Check column of the Whiteboard.

Legal Status Order

[How to Place a Legal Status Order in Client Orders](#)

Intake

CSI Standalone Collection

[How to Complete a CSI Demographic Record](#)

Documentation

NOTE: None of the Services/Notes mentioned in the Documentation section will generate any charges for the CSU Stay. To enter this service see: [Service Entry](#)

LPHA/Non-LPHA

1. Diagnosis Document (LPHA)

[How to Add a Diagnosis](#)

[How to Delete a Diagnosis](#)

[How to Modify and/or Re-Order a Diagnosis](#)

[How to Modify a Diagnosis After the Document is Generated](#)

[How to Save a Favorite Diagnosis](#)

[How to Pull a Diagnosis Forward from Another Program](#)

[Reordering Diagnoses List](#)

2. Problem List

[How to Add a Problem to the Problem List](#)

[How to Remove a Problem That's Been Resolved](#)

[How to Add Favorites to the Problem List Screen](#)

[How to Filter/Sort a Client's Problem List](#)

3. Crisis Assessment

If you complete the Crisis Assessment in SmartCare, follow these instructions.

- a. With the client open, click the Search icon.
- b. Type "Crisis Assessment" in the search bar.
- c. Select "Crisis Assessment (Client)" from the search results.
- d. The CDAG Program Enrollment window will popup. Select your program.
- e. Click OK.
- f. This will bring you to the Crisis Assessment document screen.

- i. If you are completing the assessment after the fact, or are entering in the answers from a paper version, make sure your effective date is the date the assessment actually took place.
 - g. When you are finished with the document, click Sign. If you have missed any fields, the system will alert you to what needs to be completed.
 - h. This will bring you to the PDF. You may now click the Close icon.
- 4. MSE
 - [Mental Status Exam \(MSE\)](#)
- 5. Safety
 - a. Risk Assessment (if applicable)
 - i. With the client open, click the Search icon
 - ii. Type “Risk Assessment (client)” in the search bar
 - iii. Select “Risk Assessment (client)” from the search results
 - iv. The CDAG Program Enrollment window will popup. Select the appropriate program with the enrollment date that matches the dispatch date.
 - v. Click OK.
 - vi. This will bring you to the Risk Assessment document screen. Complete the entire document.
 - vii. If you are completing the Risk Assessment after the fact or are entering in the answers from a paper version, make sure your effective date is the date the assessment actually took place.
 - viii. When you are finished with the document, click Sign.
 - ix. This will bring you to the PDF. You may now click the Close icon.
 - b. Safety/Crisis Plan (if applicable)
 - [How to Complete the Safety Plan](#)
- 6. Valuables and Belongings
 - [How to Complete the Personal Effects Inventory \(PEI\)](#)
- 7. Safety Checks (Whiteboard)
 - a. Click the Search icon
 - b. Type Whiteboard in the search bar
 - c. Click to select Whiteboard (My Office)
 - d. Click the time link to the next Safety Check in the Next Check column
 - e. The Flowsheet Detail Popup screen will open
 - i. Date/Time
 - 1. Ensure the correct Date/Time is entered
 - ii. Safety Check
 - 1. Select Status Complete

2. If the Check was performed by another Staff, change the Completed by to the correct name
 3. Enter a comment if applicable
 - iii. Current Behavior / Client Status
 1. Select Status
 2. Select Activity
 3. Select Location
 4. Other/Comments free text as applicable
 - f. Click Save & Close when finished
 - g. Cancel without saving if needed
 - h. Safety Checks can be reviewed in the Flow Sheet
 8. Services/Notes – Procedure: Shift Summary
[How to Document an End of Shift Summary](#)
 9. Care Plan
 10. 72 Hour Follow Up Call
[How to Write a Progress Note for an Unscheduled Service](#)
Procedure: Brief Contact Note

Nursing

1. Home medications
Dr First training separate
2. Allergies
 - a. To view Allergies
[Allergies \(Client\) List Page](#)
 - b. To enter Allergies
 - i. Click on the Search icon, with the client open
 - ii. Type “Client Allergies (Client)” in the search bar
 - iii. Select “Client Allergies (Client)” from the search results
 - iv. This will bring up the Client Allergies Screen

Client Allergies Save

Review Status:

Allergy No known allergies 1

Allergy: 2 Active Added/Modified by: Job, Nurse

Reaction: 7 Severity: 8

Comments 9

11 10 **Insert** **Clear**

Allergy list Show Active Only

Allergies	Type	SNOMED Code	Active	Added/Modified by
<input checked="" type="checkbox"/> Aspirin	Allergy		Yes	Beck, James on Aug 5 2024 10:20 AM

Client Allergies Popup ? x

3

- Panglobulin
- Panoxyl
- Penicillamine
- Penicillanic Sulfone BL Beta-Lactamase Inhibitors
- Penicillin G
- penicillin G benzathine
- Penicillin G Procaine
- Penicillin V
- Penicillins

5

4 6 **OK** **Cancel**

Allergy Intolerances Failed Trials Active

1. If client has No Known Allergies, check the box for No known allergies
2. If the client reports an allergy, type the allergy in the Allergy field and hit Enter.
3. Choose the correct substance in the Client Allergies Popup
4. Choose Allergy / Intolerances / Failed Trials
5. Enter a comment if needed
6. Click OK when finished
7. Enter a Reaction
8. Enter a Severity
9. Comments from (5) appear here, edit if needed

10. Click Insert
 11. Allergy will appear in Allergy list
 12. Click Save when finished
3. History and Physical form does not share documentation with other notes/assessments
[History and Physical Standalone Form](#)
 4. Vitals
[How to Document Vitals](#)
 5. AIMS
[How to Complete the AIMS Assessment](#)
 6. Review MAR/Chart medications - Dr First training separate
 7. Services/Notes – Procedure: Nursing Assessment
[Psych/Medical Note Training](#)
[How to Complete the Psych/Medical Note](#)
 8. Other Services/Notes
[How to Write a Progress Note for an Unscheduled Service](#)
 - a. Procedure: Nurse Progress Note – Incident Documentation
 - b. Procedure: Shift Summary – End of shift documentation if program requires

Prescriber

1. Review Client Information
2. Diagnosis Document (if applicable)
[How to Add a Diagnosis](#)
[How to Delete a Diagnosis](#)
[How to Modify and/or Re-Order a Diagnosis](#)
[How to Modify a Diagnosis After the Document is Generated](#)
[How to Save a Favorite Diagnosis](#)
[How to Pull a Diagnosis Forward from Another Program](#)
[Reordering Diagnoses List](#)
3. Assessment
 Procedure: Prescriber Assessment E/M (OP) [90792]
[Psych/Medical Note Training](#)
[How to Complete the Psych/Medical Note](#)
4. Medication Reconciliation
 Dr First training separate

Discharge

Update CSI

[How to Complete a CSI Demographic Record](#)

CalMHSA Discharge Summary

[How to Complete the Discharge Summary](#)

Discharge Using Bedboard

If the client was admitted using the bedboard follow these steps. If the client was admitted using a Program Enrollment, go to the next section.

1. Click the Search icon.
2. Type 'Bedboard' into the search bar.
3. Click to select Bedboard (My Office).
4. Ensure that you have set the filter to today's date and the program you should be viewing.
5. Find the client to be discharged in and click the down arrow in the Status column
6. Choose the Discharge link
7. The Census Management – Discharge screen will open
 - a. Ensure that the Discharge Date/Time are accurate
 - b. Choose a Discharge Type
8. Click the Save icon
9. The client will now be discharged from the program and removed from the bed

Discharge Using Client Programs

1. Make sure you have the client open. Then click the Search icon.
2. Type in "Client Programs" in the search bar.
3. Click on "Client Programs (Client)" in the search results.
4. This brings you to the Client Programs list page. Select the program you want to close to by clicking on the "Enrolled" link in the Status column.
5. This brings you to the Program Details screen.
 - a. Change the status to "Discharged". This unlocks the Discharge Date field.
 - b. Enter the Discharge Date.
 - c. Enter the Discharge Time.
6. Click Save.

Service Entry

Bed Day

Manual entry of the Bed Day Type is completed by creating a Service for the day. This is the only Service entry which will generate a charge for the CSU stay. The entire service time should be entered using one procedure as below. The system will automatically limit the billable hours to 23 hours and create a separate procedure called “Crisis Stabilization – Extended Hours” to keep track of all time over 23 hours.

1. With an active client selected, Click the Search icon.
2. Type ‘Services’ into the search bar.
3. Click to select Services (Client). The Services list page will open.
4. Select the New icon from the tool bar. A new Service Detail page opens.
5. Change the status to Show.
6. Select the Prescriber for your facility for that day in the Clinician Name field.
7. Select the Program from the dropdown.
8. Select the Procedure from the dropdown.
 - a. The Procedure will determine the Bed Day type.
 1. Crisis Stabilization – Emergency Room Services
 2. Crisis Stabilization Unit
9. Select the Location from the dropdown.
10. Complete the start time and date.
11. Enter Service Time in hours.
 - a. 0-30 minutes enter 1 hour
 - b. Round to nearest hour for all other times
 - c. Enter total time using one service
12. Enter the attending. This is required for institutional claims.
13. Choose at least one of the Evidence Based Practices.
14. Click the Save and Close buttons.
15. The service is now created, and billing jobs will complete the service.

Bed Day Example

A client was admitted to a stand alone CSU at 8:04am 12/18/2024 and discharged at 10:41am 12/19/2024. The prescribing provider on duty is John Smith.

1. Look up the client.
2. Navigate to Services (Client).
3. Select the New icon from the tool bar. A new Service Detail page opens.

4. Change the status to Show.
5. In the Clinician Name field, look up and select Smith, John.
6. Select the Program from the dropdown.
7. Select Crisis Stabilization Unit from the dropdown for Procedure.
8. Enter the start date and time 12/18/2024 8:04am.
9. Enter the service time in hours, rounded to the nearest hour: 26 hours and 37 minutes = 27 hours.
10. In the Attending field, look up and select Smith, John.
11. Choose at least one of the Evidence Based Practices.
12. Click the Save and Close buttons.
13. The service is now created, and billing jobs will complete the service.