



**Health Care Agency
Behavioral Health Services
Policies and Procedures**

Section Name: Information Management
 Sub Section: Clinic Records Documentation
 Section Number: 05.01.01
 Policy Status: New Revised

	SIGNATURE	DATE APPROVED
Director of Operations Behavioral Health Services	<u>Signature on File</u>	<u>8/9/16</u>

SUBJECT: Recording Requests for Specialty Mental Health Services on Access Logs

PURPOSE:

To establish a Policy and Procedure to provide a uniform documentation process that tracks requests for Specialty Mental Health Services (SMHS) and the disposition of each request.

POLICY:

Access logs shall be used by Behavioral Health Services (BHS) County operated and County contracted program staff to document initial contacts for requests for SMHS.

SCOPE:

This applies to all County operated and County contracted Mental Health Plan (MHP) clinics or programs receiving beneficiary requests via telephone, in writing or in person.

REFERENCES:

Welfare and Institutions Code: Section 14680 and Section 5778

Orange County Health Care Agency Behavioral Health Implementation Plan, November 2004

Title IX Chapter II, Subchapter I, Article 4, 1810.405

FORMS:

Contact/Access Information Form

PROCEDURES:

- I. Access Logs shall be used by clinic staff at each point of access to document all initial contacts regarding requests/referrals for SMHS.
- II. Each initial request for SMHS shall be recorded in IRIS. The minimum documentation for each log shall include:
 - A. Mode by which SMHS services were requested (i.e. telephone, writing, or in person).

- B. Name of the beneficiary/consumer's name.
- C. The date the request was made.
- D. The staff member receiving and/or recording the contact.
- E. The disposition, to include dates and time of appointment, if applicable.
- F. The referral source.
- G. Receipt of the hospital Referral Form, if applicable.
- H. To whom the consumer was referred or assigned to.
- I. Interpretation services offered and language of the consumer.
- J. Consumer response.
- K. Designation as to whether the request is routine, urgent, or emergent.