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 Mayor

Avatar Bulletin Updates to Primary Care Information

November 30, 2015

Background

The importance of connecting our BHS clients with primary care services is well-established. Over the last year, meetings have been held to consider how to make it easier to gather accurate information and record it in Avatar. In addition to being a critical piece of information to support the well-being of our clients, primary care information is used to determine what percentage of our clients have a primary care provider, to monitor primary care capacity, and for other research and evaluation efforts. Please review this information with clients on a regular basis and update when a client changes PCP.

Forms with Improved Demographics Section/Primary Care

To this end, some changes have been made to the Primary Care section of these Avatar screens.

- Admission (Outpatient) and Admission (used for 24 hour care facilities)
- Discharge (Outpatient) and Discharge (used for 24 hour care facilities)
- Update Client Data

Note: Updating primary care information in any of these forms will update the information that appears in all forms.

Where does the client go for their general, physical health care needs (e.g. for a cold or flu)

Select from the drop down list below

Unknown (Inactive Code)

If (Inactive Code) displays next to the selected Primary Care location, change location to an option in the updated list. If one does not exist, choose "None/Client does not know".

Other if not listed above

Primary Care Practitioner

Practitioner Phone Number

Primary Care Notes (Old Primary Care Physician/Contact field)

Changes to the Demographics Section/Primary Care

The picture above shows the new Primary Care section. The changes are listed below.

- New label to clarify purpose – Where does the client go for their general, physical health care needs (e.g., for a cold or flu)?
- Modified drop down list – Options in list of health care providers have changed as follows:
 - Clinics that have closed were removed from the list.
 - “Not Connected” is replaced by “None/Client does not know”.
 - “Unknown” appears if previously selected, but will disappear from list. Use “None/Client does not know” in place of “Unknown”.
 - “Private Provider” was changed to “Private Medical Provider”
 - Many clinic options have been consolidated, e.g., UCSF (Parnassus) is now UCSF and UCSF (Mt Zion) is now Inactive. Clients with this PC designation will need to be changed to UCSF. Any inactivated choice will need to be changed to an active designation. Please see new PCP list below.
 - Many fields in the Primary Care section will remain the same, so there will be no reason to make changes unless the client reports that she/he has changed Primary Care Providers.

New Reports with Primary Care Provider Information

Two new reports are now available to display the information recorded in Avatar for: Primary Care Provider, Primary Care Practitioner, and Phone Number. Run these reports routinely and review information with your clients to ensure that Avatar contains the most accurate PCP information.

Report Location: Avatar PM / Client Management / Episode Management

1. Primary Care Provider by Program/Staff Report

- Report is available to clinic supervisors and designated administrative staff.
- Report lists all clients with an open admission/episode at a program, sorted by Admitting/Primary Clinician.

2. Primary Care Provider by Staff Report

- Clinician requests this report to view status of primary care provider information for clients in their caseload.
- If clinician practices in multiple programs, the report separates clients by program.

Primary Care Clinics that have been inactivated in Avatar as of 11/29/2015

Unknown
Chinese Hospital-Excelsior Clinic
Chinese Hospital-Sunset Clinic
Curry @ Central City Older Adult MH
Dimensions Clinic
Housing and Urban Health Center
Mission Neighborhood HC-Excelsior
SFGH (Pediatric Clinic)
SFGH (Teen and Young Adult Clinic)
SFGH (Women's Health Center)
UCSF (Mount Zion)

Primary Care Clinics with name changes in Avatar as of 11/29/2015

Castro Mission Public Health Center. Now: CMHC - Castro-Mission Health Center
Chinatown Public Health Center. Now: CPHC - Chinatown Public Health Center
Chinese Hospital – CCHC Providers. Now: Chinese Hospital
Ocean Park Health Center. Now: OPHC - Ocean Park Health Center

Private Provider. Now: Private Medial Provider
Tom Waddell Urban Health Center. Now: TWUHC – Tom Waddell Urban Health Cntr
UCSF (Parnassus). Now: UCSF – University of CA San Francisco
xxx...Other...xxx. Now: _Other

Primary Care Clinics that have been added to the PCP list in Avatar as of 11/29/2015

CMHC @Mission Mental Health
CPHC @ Chinatown North Beach MH
Laguna Honda Hospital
OPHC@ Sunset Mental Health
TWUHC @ South of Market MH
_None/Client does not know

Primary Care Provider List in Avatar as of 11/29/2015

BAART Community Health Care
Balboa Teen Health Center
Chinese Hospital
CMHC - Castro-Mission Health Center
CMHC @ Mission Mental Health
Cole Street Youth Clinic
CPHC - Chinatown Public Health Center
CPHC @ Chinatown North Beach MH
CPMC - California Pacific Medical Center
Curry Senior Center
Glide Health Services
Hawkins Youth Clinic
HealthRIGHT 360 Health Center
Hip Hop To Health Clinic
Kaiser Permanente Medical Center
Laguna Honda Hospital
Larkin Street Youth Clinic
Lyon-Martin Health Services
Maxine Hall Health Center
Mission Neighborhood Health Center
Native American Health Center
NEMS - North East Medical Services
OPHC - Ocean Park Health Center
OPHC @ Sunset Mental Health
Potrero Hill Health Center
Private Medical Provider
San Francisco Free Clinic
SFGH - Children's Health Center
SFGH - Family Health Center
SFGH - General Medical Clinic
SFGH - Positive Health Program
Silver Avenue Family Health Center
Sister Mary Philippa Health Center
South of Market Health Center
Southeast Health Center
St. Anthony Free Clinic
St. Francis Memorial Hospital
St. Luke's of CPMC
Third Street Youth Clinic
TWUHC - Tom Waddell Urban Health Cntr
TWUHC @ South of Market MH
UCSF - University of CA San Francisco
VA Downtown Clinic

VA Medical Center
_None/Client does not know
_Other

Need Help?

- If you need assistance with using the Avatar form, contact the Avatar Help Desk at 415-255-3788 or via e-mail at avatarhelp@sfdph.org
- If you have questions about BHS policies, contact your System of Care Coordinator.