City and County of San Francisco
Department of Public Health
Community Behavioral Health Services

Behavioral Health Information Systems
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Avatar Bulletin

Diagnosis Screen Q and A

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This Bulletin is being distributed in response to questions from staff on the proper use of the Diagnosis screen. Please follow the steps outlined below to avoid errors and to ensure that you are using the Diagnosis screen correctly. This Bulletin addresses the most common questions from Avatar end-users. Please refer to the video on "Diagnosis" for general instructions on operation of the Diagnosis screen. The video is available in the Avatar User Support website under Training Videos.
https://www.sfdph.org/dph/comupg/oservices/mentalHlth/BHIS/avatarUserDocs.asp

1. **When entering a DSM-5 diagnosis for my current caseload, should I use "Add" or "Edit"?**

   During the previous Avatar Champions call, it was mentioned that for the purposes of updating your client's diagnosis to DSM-5/ICD-10 you could either "Add" a new diagnosis, or "Edit" a previously entered diagnosis. After reviewing this issue further, we have decided that the best process for clinicians is to "Add" a new diagnosis record.

   Steps:
   a. Select the 'Add' button, located at the bottom left of screen to 'Add' the new DSM-5/ICD-10 diagnosis to an existing client/episode.
      - Type of Diagnosis – Select Update.
      - Date/Time of Diagnosis – Select 'T' for Today, and 'Current' for current time.
   b. You have the option of:
      - Defaulting the new diagnosis from an existing one, or
      - Entering a new diagnosis from scratch.

   Defaulting the new diagnosis from an existing one
   To default information from a previous diagnosis record, select the episode to default from shown in the diagram below.

Select Episode To Default Diagnosis Information From

Episode # 1 Admit : 07/01/2010 Discharge : None   Program : ACCESS Screening
Episode # 2 Admit : 12/01/2014 Discharge : None   Program : City College of San Francisco (38IM01)
Episode # 3 Admit : 02/28/2015 Discharge : None   Program : Fee for Service MFCC (38AP)

Next, select diagnosis entry to default information from. Review the date and the diagnosis type to determine the correct selection.

Once you have selected the diagnosis entry to default from, it will appear in the table labeled "Diagnoses".

Entering a new diagnosis from scratch
If you are starting from scratch, click button labeled "New Row", located below the Diagnoses table.

Diagnosis search/selection
Whichever route you choose, select the row you want to update by clicking on it, then find the diagnosis you are looking for in the "Diagnosis Search" box, shown in the diagram below.

Make sure you have chosen a diagnosis that has an ICD-10 and a DSM-5 diagnosis entry. You can check this under the Code Crossmapping section to the right of the search box. See diagram below.

```
Code Crossmapping

ICD-9      ICD-10     DSM-IV     SNOMED
311        F32.9      311        35489007
DSM-5: Unspecified depressive disorder
```

Once you have entered all diagnoses for the client/episode with valid DSM-5/ICD-10 mapping, click on 'Submit' button to save the new diagnosis information.

2. I can't find the diagnosis I'm looking for. Now what?

If you are unable to find the DSM-5 diagnosis you are looking for, or you notice any discrepancies, we are gathering information on this subject and would appreciate your feedback. Please send an email to avatarhelp@sfdph.org with the subject "Can't find diagnosis", and include as much information as possible. As we collect this information, we will be providing feedback regarding this search table. In the meantime, clinicians are encouraged to work with their supervisors to find the most accurate diagnosis available. Thank you for your patience.

3. Provide definitions for Diagnosis Status

On the first page of the diagnosis screen, you are presented with options for documenting the "Status" of the diagnosis that you are entering. Please see the definitions for the various options below.

```
Status
  ○ Active      ○ Working      ○ Rule-out     ○ Resolved
  ○ Void
```

Active:	Current diagnosis
Working:	Most appropriate diagnosis during the assessment period. To be used if active diagnosis is not yet established.
Rule-out:	Other diagnoses being considered during the assessment period. Please note that you must have an active or working diagnosis documented prior to adding a rule out diagnosis.
Resolved:	This is for diagnoses which no longer exist for a client, and no intervention is required. For example: a broken leg which has been healed or full resolution of separation anxiety or major depression.
Void:	Consider using this for diagnoses which have been considered in rule out, working or active and determined not to apply. Do not use "Void" for diagnosis that have been resolved.

Need Help?

- If you need help with how to use the Diagnosis screen, please contact the Avatar Help Desk at 415-255-3788 or via e-mail at avatarhelp@sfdph.org
- If you need assistance with determining the correct DSM-5/ICD-10 diagnosis, please contact your supervisor.