



## Avatar Bulletin

### Client medical record numbers that begin with a “P”

May 4, 2016

#### Audience

This bulletin is intended for all Civil Service programs and Community Based Organizations (CBOs) that use Avatar. We recommend you share this bulletin and instructions with all clinical and administrative staff at your program.

#### What’s happening?

##### Effective May 9th, 2016 users may see new client records that begin with a “P”

In order to effectively track clients that call the Access Hotline, the Behavioral Health Access Center (BHAC) unit will be using a new call tracking system in Avatar. This new tracking system will assign clients who have never been admitted to a BHS Clinic with a temporary medical record number that begins with the letter “P”.

The screenshot shows the Avatar search interface. At the top, there is a search bar with the text 'testclient, timmy' and a magnifying glass icon. To the right of the search bar is the word 'advanced'. Below the search bar is a table with three columns: Name, DOB, and SSN. The table contains one row with the text 'TESTCLIENT, TIMMY (P58)'. Below the table are navigation buttons: '<= Previous 25', '1 through 1 of 1', and 'Next 25 =>'. On the right side of the interface, there are buttons for 'Avatar PM', 'Avatar CWS', and 'Avatar MSO', and a 'Sign (0)' button.

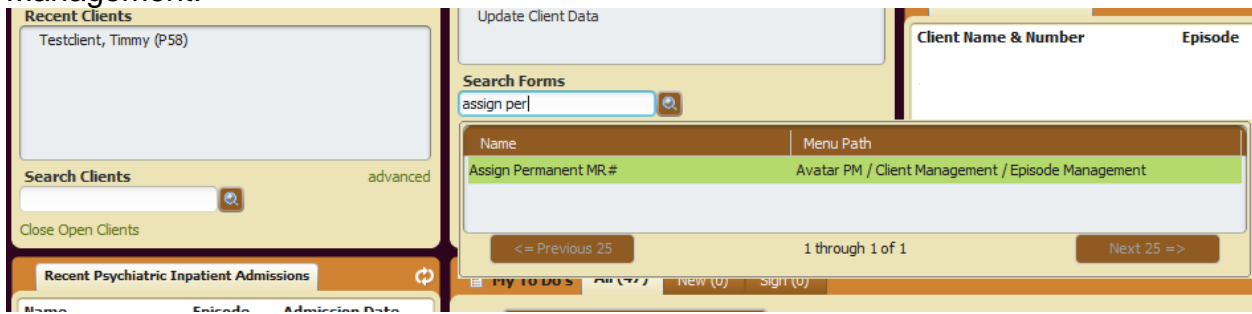
#### How does this impact your program?

If you search for new client in Avatar and you see there is a “P” MRN number assigned, you will need to perform the following before an admission can occur.

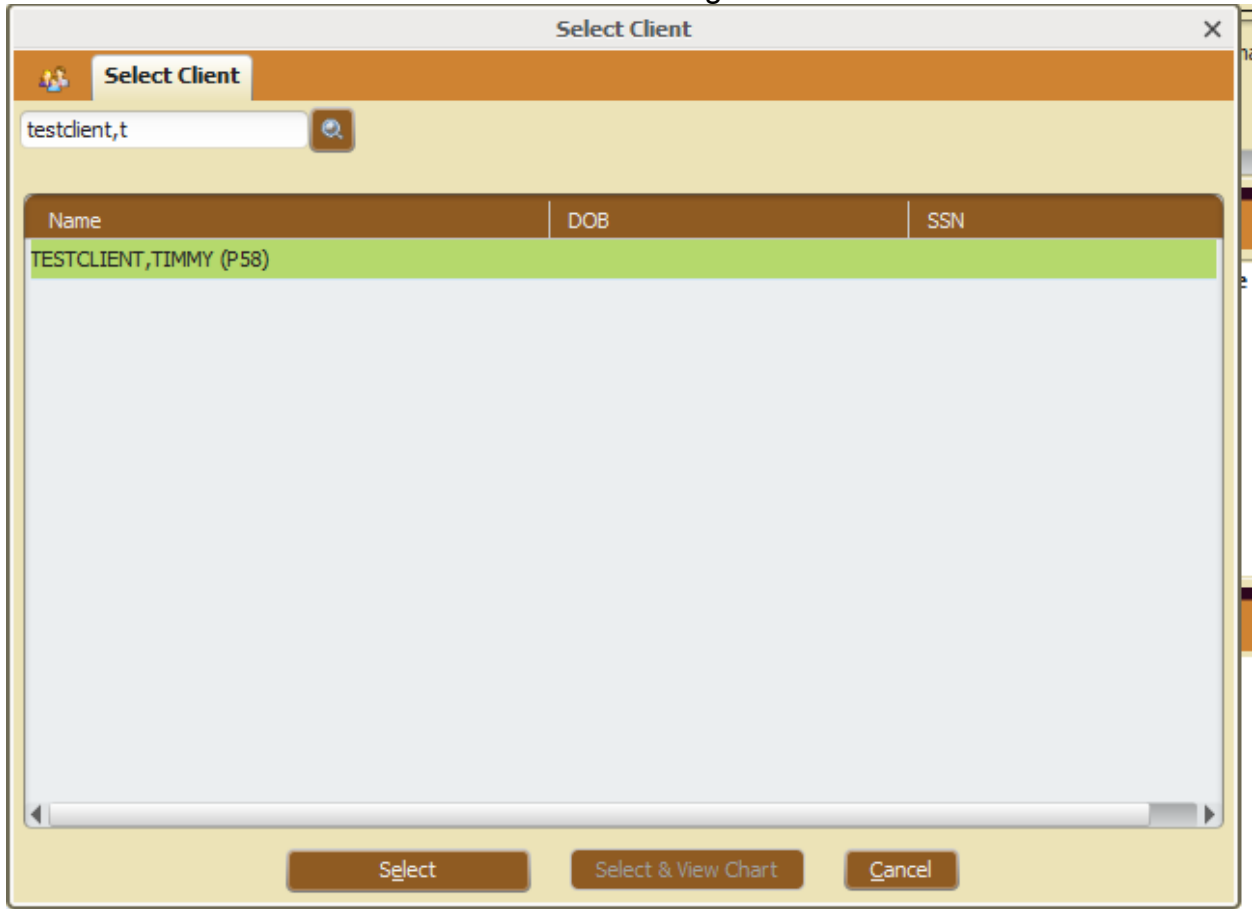
#### Instructions: Assigning a permanent BIS number to a client with a “P” MRN

1. First check to see if the client who’s medical record starts with “P” is a match with the client you would like to admit to your program.
  - a. To do this, open the form “**Update Client Data**” and verify the demographic information (address, DOB, etc.) of the client you would like to admit into your program. If the information matches, you may update additional demographic information then proceed to next the step. If the information does not match, this may not be the correct client.

- Open the form **Assign Permanent MR#** located in Avatar PM/Client Management/Episode Management.



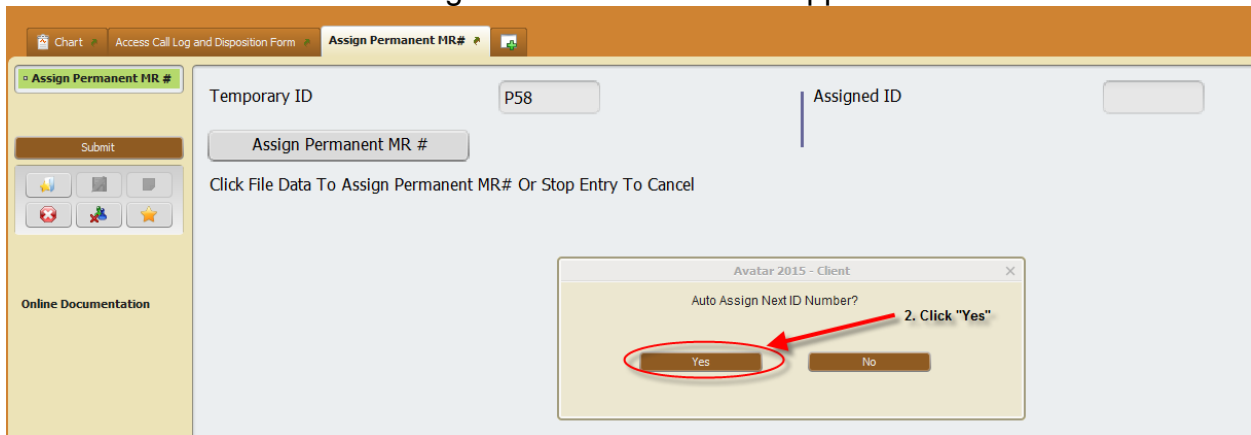
- Search and Select client who's medical record begins with a "P".



- Click the Assign Permanent MR # button.



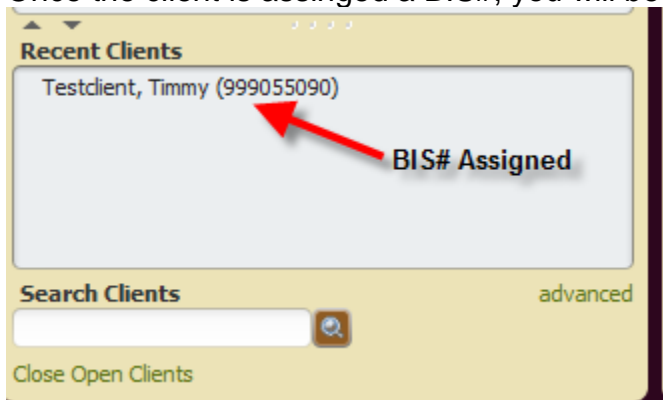
5. Click “Yes” when the Auto Assign Next ID Number box appears.



6. Click “Submit”.



7. Once the client is assigned a BIS#, you will be able to admit the client into your program.



### Need Additional Support?

- If you need assistance or have questions regarding this bulletin, please contact the Avatar Help Desk at 415-255-3788 or via e-mail at [avatarhelp@sfdph.org](mailto:avatarhelp@sfdph.org)