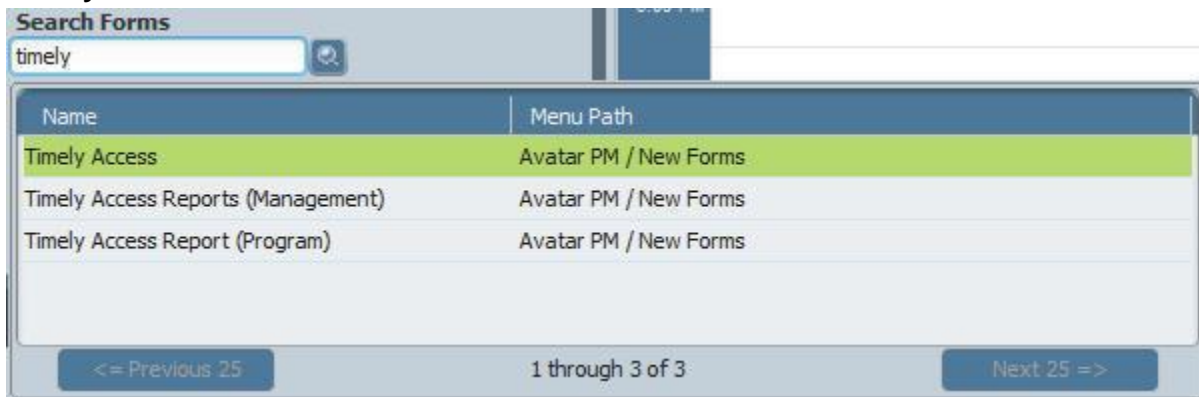


## Timely Access

Community Behavioral Health Services Department (CBHS) outpatient programs are required to implement Advanced Access by providing same-day, walk-in initial appointments during office hours from Monday through Friday. CBHS Information Services developed the Timely Access form in Avatar to facilitate collection and reporting of the required information. For more information about the Advanced Access policy, please refer to CBHS Advanced Access: Timely Access Standard for Outpatient Programs, Policy Number: 3.02-13 dated June, 7, 2011. The collection and reporting of information is only required of clients seeking behavioral health services. For example, you do not need to document a person requesting directions to the nearest Muni stop. All clinical and intake staff in Mental Health and Substance Abuse programs have access to this module in Avatar.

You can find the Timely Access form through the menus, or you can search for it in the Forms and Data widget. The exact name of the form is

### **Timely Access**

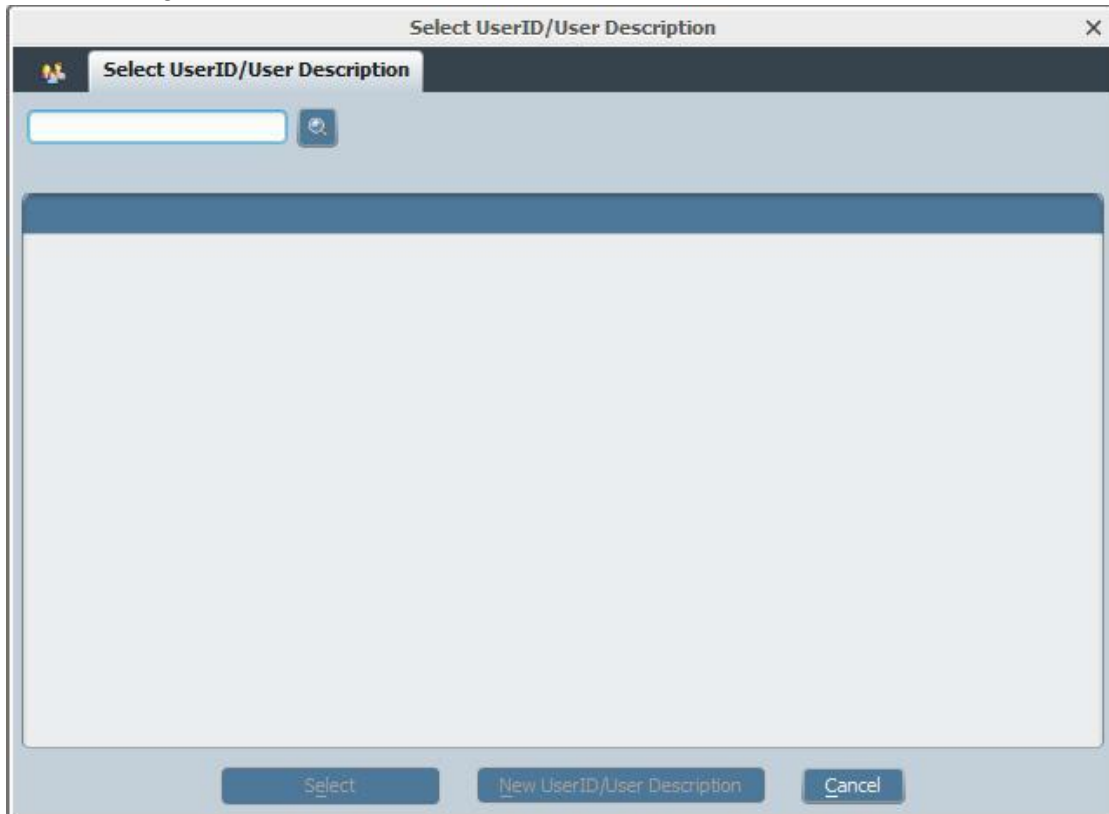


The screenshot shows a search interface with a search bar containing the text 'timely'. Below the search bar is a table with two columns: 'Name' and 'Menu Path'. The table contains three rows of results. The first row is highlighted in green. At the bottom of the table, there are navigation buttons: '<= Previous 25', '1 through 3 of 3', and 'Next 25 =>'.

Name	Menu Path
Timely Access	Avatar PM / New Forms
Timely Access Reports (Management)	Avatar PM / New Forms
Timely Access Report (Program)	Avatar PM / New Forms

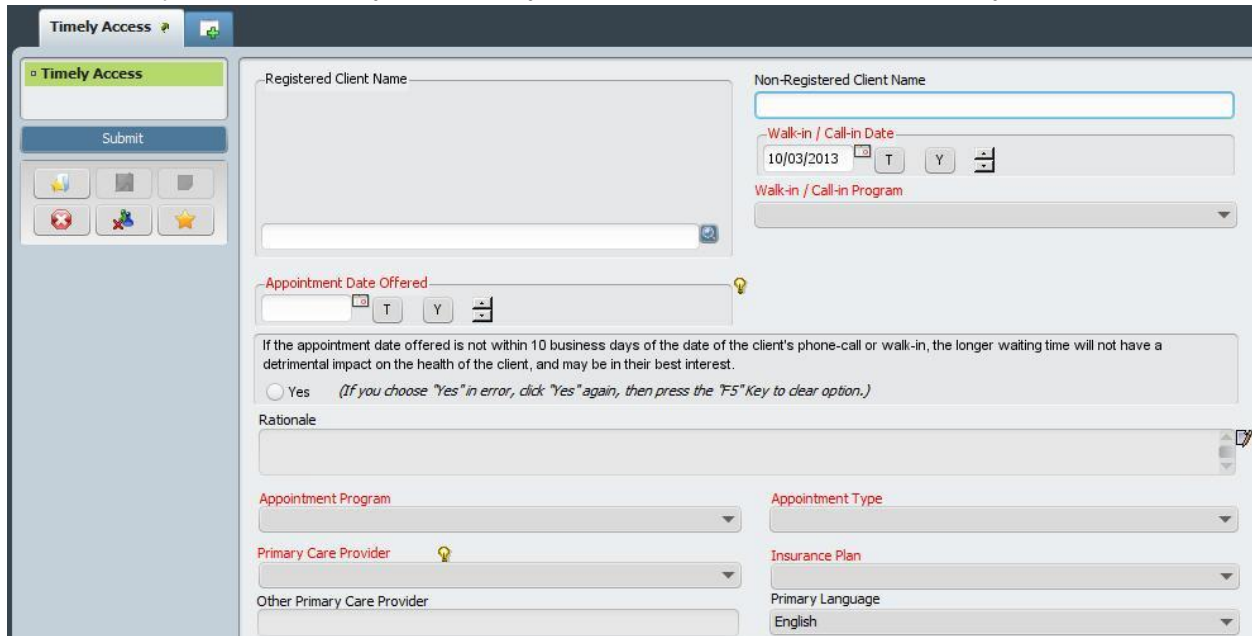
*Searching for Timely Accessn*

Once you've opened this form, you will be asked to search for your username. You can do this by first, last, or login name



*Search for your name here. You can search by first, last, or login name*

Once you've selected your name, you will be presented with the Timely Access form



*The Timely Access form*

The first step is to search for the client. If the client has previously been registered in Avatar, you can search for them in this Registered Client Name field. If they have not been entered into Avatar by any other agency yet, you can type their name in the Non-Registered Client Name field

If the client has been opened in Avatar before by any other agency, you can find them by searching in this field

If the client has never been opened in Avatar before (and you can't find them using the Registered Client Name search), enter their name in this field

Registered Client Name

Non-Registered Client Name

Walk-in / Call-in Date  
10/04/2013 T Y

Walk-in / Call-in Program

*Entering the client's name*

After you have entered the client's name in either field, enter the date of appointment that has been offered. If the date offered is not within 10 days of the date of initial contact by the client, you will need to attest that the longer waiting time will not have a detrimental impact on the health of the client. If this is true, click yes. If you have clicked Yes in error, press F5 to clear the field. If you clicked yes, you will then need to enter the rationale for this decision.

Appointment Date Offered

If the appointment date offered is not within 10 business days of the date of the client's phone-call or walk-in, the longer waiting time will not have a detrimental impact on the health of the client, and may be in their best interest.

Yes (If you choose "Yes" in error, click "Yes" again, then press the "F5" Key to clear option.)

Rationale

*The appointment date offered*

The last part is information about the appointment type and the the client's information. Enter what you know about the primary care provider and the insurance plan. If the information about the client's insurance isn't available at the time or is not clear, choose the closest approximate choice. This is for reporting purposes only, and will not affect their financial information when an admission is eventually done



The screenshot shows a form with several fields. On the left, there is a dropdown menu labeled 'Appointment Program' and another labeled 'Primary Care Provider' with a lightbulb icon. Below these is a text input field for 'Other Primary Care Provider'. On the right, there is a dropdown menu labeled 'Appointment Type' and another labeled 'Insurance Plan'. The 'Insurance Plan' dropdown is open, showing a list of options: 'Healthy Families', 'Healthy Kids', 'Healthy San Francisco', 'Healthy Workers', 'Medi-Cal Fee-for-Service', 'Medi-Cal Managed Care', 'Medi-Medi' (which is highlighted in green), and 'Medicare'.

*Information about the client and the appointment offered*

When you are finished, click submit, and your information will be saved.



The screenshot shows a mobile app interface. At the top, there is a header with the text 'Timely Access' and a green plus icon. Below the header, there is a green button with a white square icon and the text 'Timely Access'. Underneath this is a blue button with the text 'Submit'. At the bottom, there is a grid of six icons: a blue folder icon, a grey square icon, a grey document icon, a red 'X' icon, a blue globe icon, and a yellow star icon.

*Click Submit when you are finished*