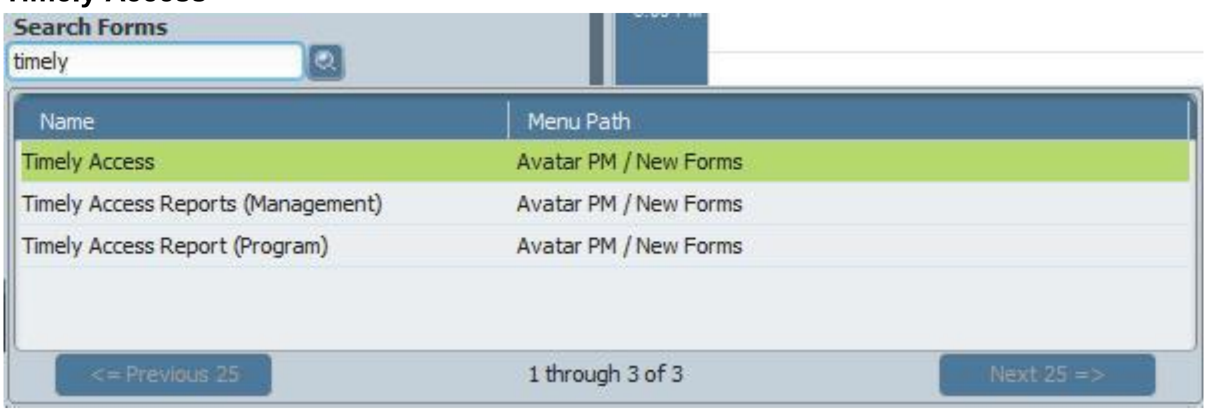
<u>Timely Access</u>

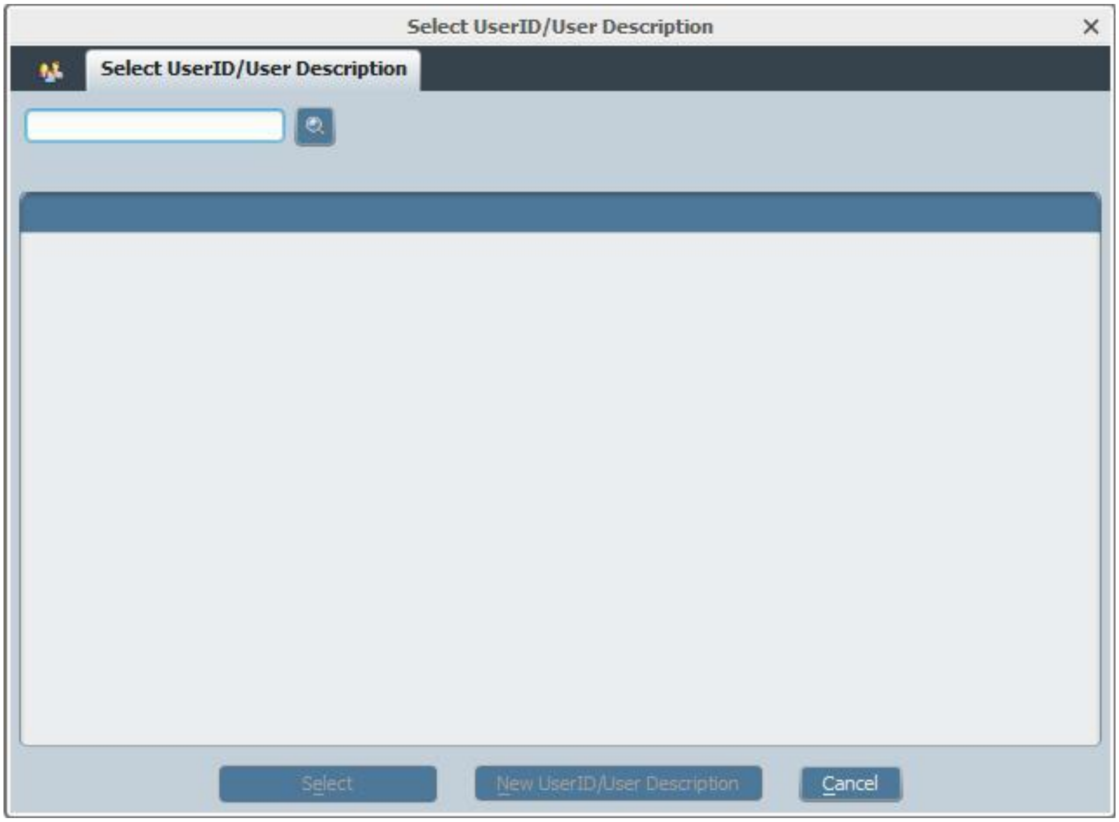
Community Behavioral Health Services Department (CBHS) outpatient programs are required to implement Advanced Access by providing same-day, walk-in initial appointments during office hours from Monday through Friday. CBHS Information Services developed the Timely Access form in Avatar to facilitate collection 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 *e*xact name of the form is
Timely Access



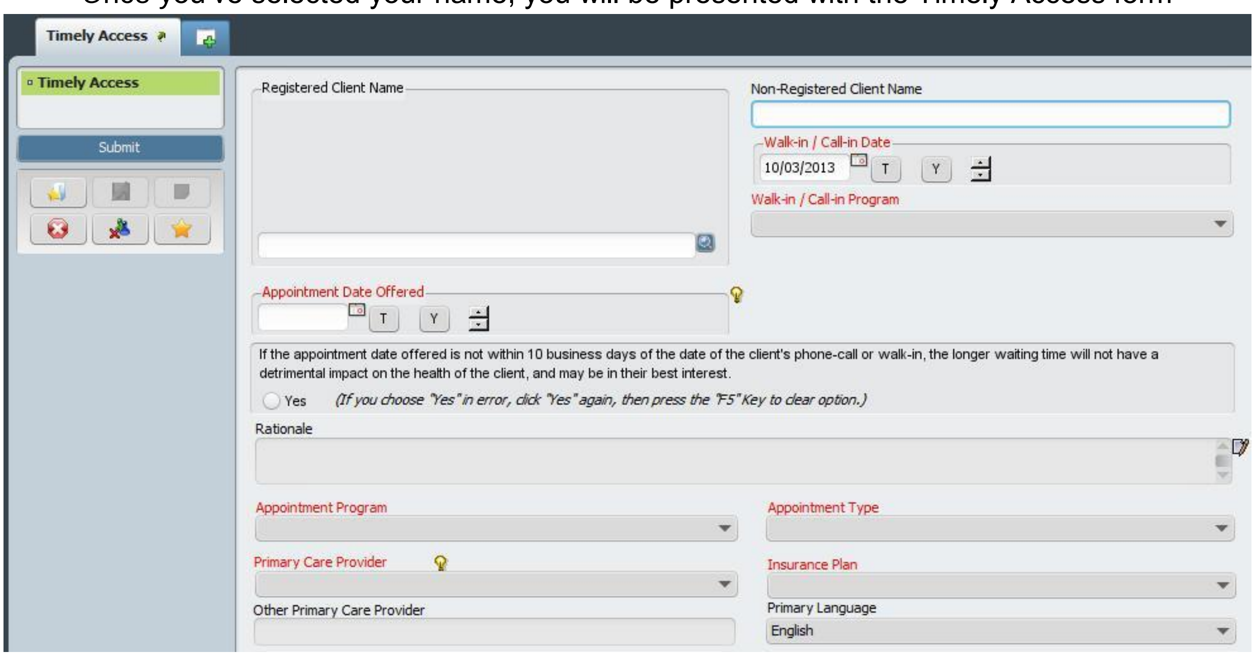
Searching for Timely Accessn

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



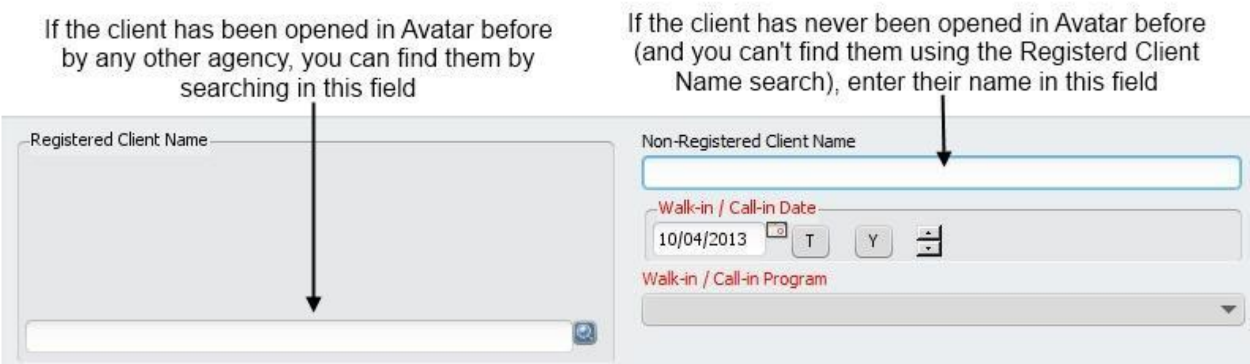
Search for your name here. You can search by first, last, or login name

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



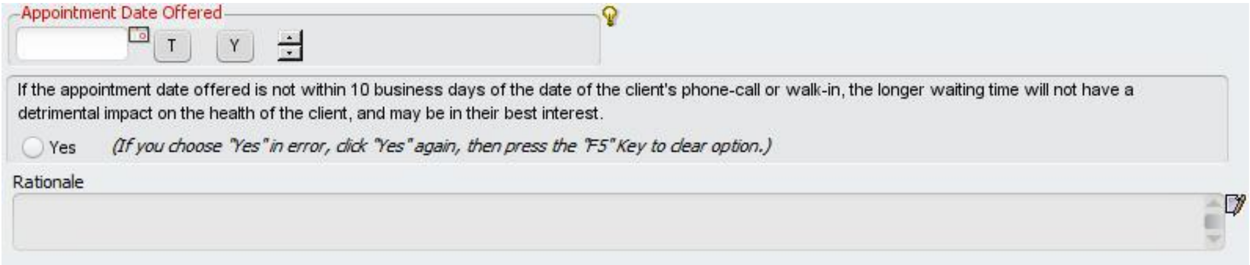
The Timely Access form

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



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.



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

Information about the client and the appointment offered

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

Click Submit when you are finished