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Avatar Bulletin

Consumer Portal

How to Generate a PIN

Adult Mental Health Providers

April 28, 2017

Who is impacted? Adult/Older Adult Mental Health Programs

Why is this happening now? The consumer portal is now available to all consumers of Adult/Older Adult Mental Health Programs who are 18 years or older.

When does this take effect? May 5th, 2017

How does this impact your program? Program staff may now give PINS to their consumers so that they can access the Consumer Portal.

Overview:

- What is a PIN?
 - A unique 10-digit code that:
 - Is used only once to register for the portal for the first time
 - It is generated in Avatar widget
 - It is NOT the password for logging into the portal
- What do you do with it?
 - Front desk/staff generate PIN
 - Write on PIN document
 - Do not write consumer's name on document
 - Give to consumer

Steps to Generate New PIN

1. In the Avatar *Search Clients* field, type in the consumer's name, single click on the name
2. Click on console "Portal" tab
3. Check that the consumer meets age requirement to be issued a PIN (18 years or older)
4. If no PIN has ever been generated click 'Generate PIN'
5. Write the PIN number on the PIN document and hand it to consumer (do not write consumer's name on PIN document)
6. If PIN has been already generated, do NOT generate a new PIN unless the client requests a new PIN

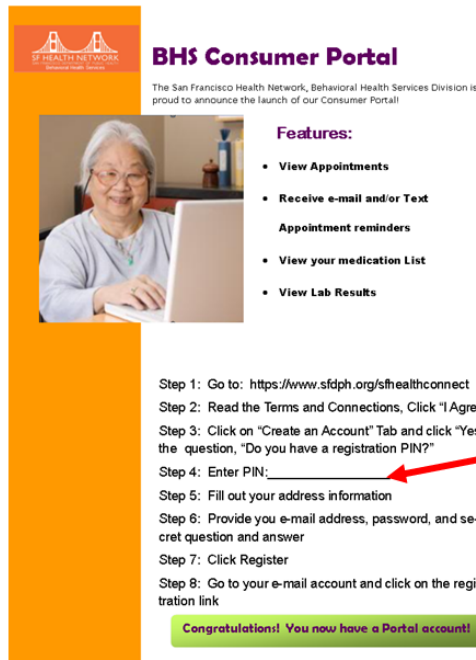
Step by Step:

The screenshot shows the Avatar 2016 interface. The top navigation bar includes 'Home', 'Portal' (circled in red), 'Log Notes', 'TPOC MH', 'To Do', and 'zLinks'. The 'Selected Client' is 'Testchild, Sally (999062689)'. The 'Client Portal Age Assessment' section displays the patient's name 'TESTCHILD,SALLY' and date of birth '03/01/2007'. A red message states: 'Client is under 18 years of age. DO NOT ISSUE PORTAL PIN'. The 'myHealthPointe Access' section shows 'Portal Provisioning' with a 'Generate PIN' link. A red box with an arrow pointing to the 'Portal' tab contains the text: '1. Type in name of the consumer 2. Click on console "Portal" tab'. Another red box with an arrow pointing to the red message contains the text: '3a. This consumer does not meet age requirement'. The status bar at the bottom shows 'AVCALPHUAT (LIVE)' and '03/29/2017 03:31 PM'.

The screenshot shows the Avatar 2016 interface. The top navigation bar includes 'Home', 'Portal', 'Log Notes', 'TPOC MH', 'To Do', and 'zLinks'. The 'Selected Client' is 'TESTCLIENTAVATAT, SUMARIZATION'. The 'Client Portal Age Assessment' section displays the patient's name 'TESTCLIENTAVATAT,SUMARIZATION' and date of birth '01/01/1969'. A green message states: 'Client meets age requirement. OK TO ISSUE PORTAL PIN'. The 'myHealthPointe Access' section shows 'Portal Provisioning' with a 'Generate PIN' link. A red box with an arrow pointing to the green message contains the text: '3b. This consumer meets age requirement'. Another red box with an arrow pointing to the 'Generate PIN' link contains the text: '4. Click to Generate PIN'. The status bar at the bottom shows 'AVCALPHUAT (LIVE)' and '03/29/2017 03:31 PM'.

This PIN document is available in English and threshold languages at the BHS web page:

<https://www.sfdph.org/dph/comupg/oservices/mentalHlth/CBHS/default.asp>



BHS Consumer Portal
The San Francisco Health Network, Behavioral Health Services Division is proud to announce the launch of our Consumer Portal!

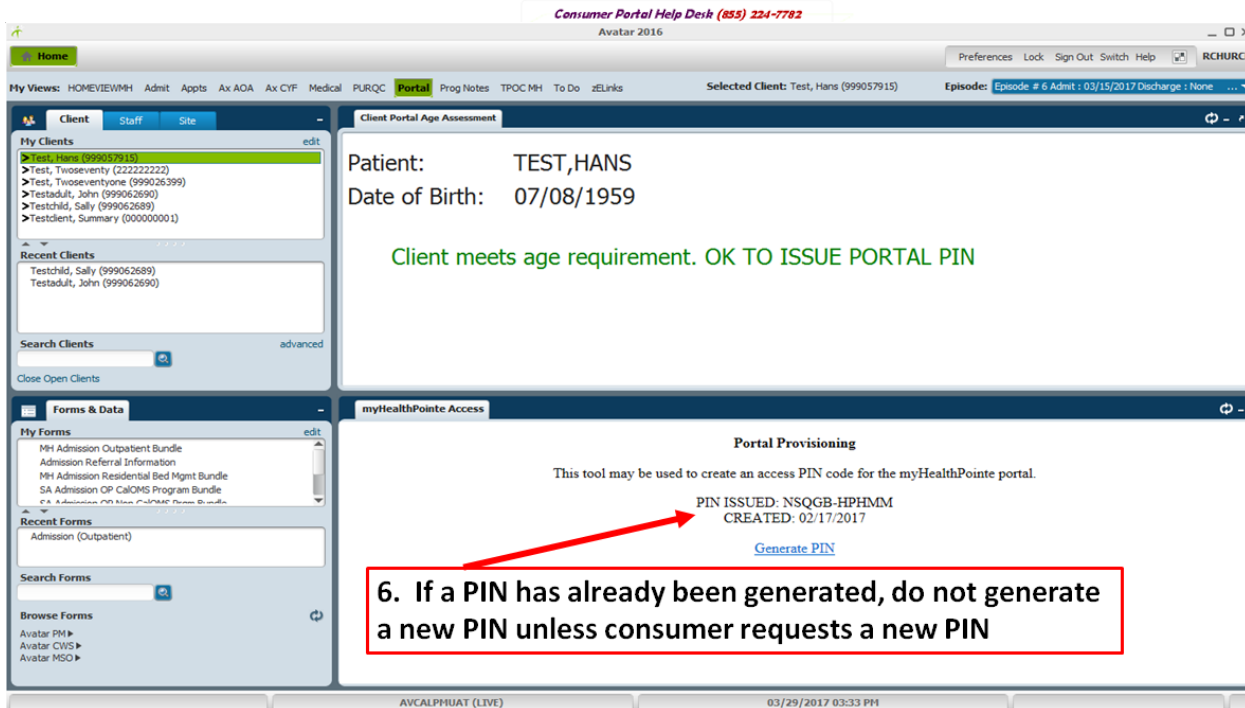
Features:

- View Appointments
- Receive e-mail and/or Text Appointment reminders
- View your medication List
- View Lab Results

Step 1: Go to: <https://www.sfdph.org/sfhealthconnect>
 Step 2: Read the Terms and Connections, Click "I Agree"
 Step 3: Click on "Create an Account" Tab and click "Yes" the question, "Do you have a registration PIN?"
 Step 4: Enter PIN: _____
 Step 5: Fill out your address information
 Step 6: Provide you e-mail address, password, and secret question and answer
 Step 7: Click Register
 Step 8: Go to your e-mail account and click on the registration link

Congratulations! You now have a Portal account!

5. Write in the PIN number here. Do not write the consumer name on the PIN document.



Consumer Portal Help Desk (855) 224-7782
Avatar 2016

Home | Preferences | Lock | Sign Out | Switch | Help | RCHURCH

My Views: HOMEVIEWMH | Admit | Appts | Ax AOA | Ax CYF | Medical | PURQC | Portal | Prog Notes | TPOC/MH | To Do | eLinks | Selected Client: Test, Hans (999057915) | Episode: Episode # 6 Admit : 03/15/2017 Discharge : None

Client Portal Age Assessment

Patient: TEST, HANS
Date of Birth: 07/08/1959

Client meets age requirement. OK TO ISSUE PORTAL PIN

Forms & Data

My Forms: MH Admission Outpatient Bundle, Admission Referral Information, MH Admission Residential Bed Mgmt Bundle, SA Admission OP CALOMS Program Bundle, CA Admission OP MH CALOMS Program Bundle

Recent Forms: Admission (Outpatient)

Search Forms: [Search]

Browse Forms: Avatar PH, Avatar CWS, Avatar MSO

myHealthPointe Access

Portal Provisioning

This tool may be used to create an access PIN code for the myHealthPointe portal.

PIN ISSUED: NSQGB-HPHMM
CREATED: 02/17/2017

[Generate PIN](#)

6. If a PIN has already been generated, do not generate a new PIN unless consumer requests a new PIN

AVCALPHUAT (LIVE) | 03/29/2017 03:33 PM

Need Additional Support?

- Link to additional resources (CBHS Webpage): <https://www.sfdph.org/dph/comupg/oservices/mentalHlth/CBHS/default.asp>
- If you need assistance with accessing the Avatar form, please contact the Avatar Help Desk at 415-255-3788 or via e-mail at avatarhelp@sfdph.org
- For questions about the Consumer Portal, you may call the Consumer Portal Help Desk directly at 1-855-224-7782