TRANSFER PROCEDURE

Once a client is started in ISmart they will remain in the same Case until they are discharged from all ASAC Treatment services. A transfer consists of one or more of the following:

- Level of care (Program Enrollment module)
- Counselor change (Treatment Team screen)
- Facility change (Intake screen)

Each time the client is transferred a Misc. Note will be entered by the Director/Supervisor explaining that this transfer is appropriate and approved. In some cases this Misc. Note will have information about the client's paper file. (For more information please see the Misc. Note-File Transfers section at the end of this procedure.)

Procedure for transferring a client:

1. Obtain permission from immediate supervisor to transfer client.

2. If client is being transferred to another component then obtain permission from the receiving component supervisor to transfer the client and obtain the name of the counselor to be assigned.

3. Contact the assigned counselor to schedule a time to introduce client to new counselor (except when transferring a client to/from an out county office.)

4. Complete a Treatment Review on all appropriate clients.

5. If the client is going to transfer to another ASAC Component and/or change Primary Counselor you need to schedule time to do an Exit Interview with the client.

6. Make sure ISmart file is up-to-date and all Encounter Notes have been entered.

7. Transferring component supervisor will review the case file to make sure all materials are completed properly.

8. Receiving component supervisor will review the file to make sure file is in order.

Exit Interview:

The Exit Interview is done when the client transfers to another ASAC component and/or primary counselor. This session is used to wrap up the file and ask some questions that will help the receiving counselor. This form can be found in Section G of the ISmart online manual. This will need to be posted into a Misc. Note. See section F-15 of the manual for more information on how to post this note.

1. Was the client's address and phone number updated in the Client Profile module?: Answer this question with a Yes or a No. If the client's address and/or phone number has changed since time of admission you are required to update it in their Client Profile.
2. Treatment Summary: These are the same two comments boxes that are used in Treatment Summary screen of the Discharge module. Please see Section J or Appendix B for more information on these two items.
3. Client Satisfaction: These are the same client satisfaction questions that are used in the Discharge module. For more information on what is needed for these questions please see Section J or Appendix B for more information on how to fill these out.
4. Current Living Arrangements, Current Employment Status, Current Income, Legal History and Current Worker: Fill these in with the appropriate answer.

<u>Transfer level of care:</u>

Keep in mind when transferring a level of care you need to stay in the expected guidelines for having the client's next appointment scheduled. For instance when a client leaves Residential services their next appointment needs to be within 14 days. For more information on these guidelines, please see your Director.

1. A Treatment Review (ASAM) needs to be completed on the client documenting that the client is appropriate for the new level of care.
    a. For clients who are waiting for a Residential bed:
        i. If a client has been waiting less then 30 days and no treatment plan has been developed the Primary Counselor will need to complete a Misc. Note explaining why the client is still appropriate for Residential Care. The Director/Supervisor will complete a Misc. Note stating their agreement or disagreement with the counselor's recommendation to follow through with the admission to residential.
        ii. If the client has been waiting 30 days or more then a Treatment Plan will have been created. The Primary counselor will need to do a Treatment Review with an ASAM showing the residential level of care recommendation. The Director/Supervisor must complete a Misc. Note stating their agreement or disagreement with the counselor's recommendation to follow through with the admission to residential.

2. The client's current Program Enrollment will need to be ended and a new Program Enrollment will need to be entered. (For more information about

Program Enrollments see the Changing Program Enrollments section on the next page of this procedure.)

3. When level of care is not available:
    a. In some instances when a client is transferred from one office to another the level of care the client needs might not be available at the start of their services in that office. (I.e. - an IOP client transferring from New Directions to Jackson County office.) We are contractually required to provide interim services for the client. We would need to provide some direct contact with the client until the level of care is available and make sure to document all of this in the client file.

4. For IOP and Matrix group clients:
    a. Since billing for the IOP and Matrix program is different then other programs the Billing Coordinator (or Secretary if you are ***not*** located at the Main office or HOI) will need to know the client's start and end dates for these programs.
        i. When the client starts either the IOP or Matrix groups send an email to the appropriate staff person giving them the client's name, client number, start date and program they are starting (either IOP or Matrix.)
        ii. When the client is finished with the IOP or Matrix group send an email to the appropriate staff person giving them the client's name, client number, end date and program they ended.

Changing Program Enrollments:

When the client has changed a level of care and/or changed facilities you need to update the clients ISmart Program Enrollment. In these situations you end the current Program enrollment and then add in a new enrollment for the new Program. (For more information please see Appendix B- Program Enrollments.) It is also possible that these steps will involve different staff, for instance if a client is transferring to another facility the transferring counselor will end the current enrollment and the new counselor will enter in the new one.

Ending the enrollment:

1. In the client's current ISmart case, left menu bar click on Program Enroll. This will take you to the Program Enrollment module.
2. From the Program Enrollment list click on *Review* of the program that is going to end.
3. Enter in the End Date. This is the last date of service in this program.
4. Enter in the Termination Reason.
5. Click on "Save" and "Finish"

6. If you are giving this file to another counselor make sure to follow the Transfer Counselor section of this procedure. Then give the paper file to your Director for a Paper File Review. The Director will pass it on when they are finished.

Once the client has their first service in the new program the Primary Counselor will do the following:

Creating the new enrollment:

1. If the client is now in a new facility follow Transfer Facility in ISmart section below.
2. In the client's current ISmart case, left menu bar click on Program Enroll.
3. Click on *Add Enrollment* (yellow hyperlink)
   a. Facility field should be filled in with the appropriate facility, if it is not then please select the correct Facility.
   b. Choose appropriate Program Name.
   c. Program Staff field will default to the staff who is logged into this ISmart session, if this is not the correct counselor then change it to the appropriate choice.
   d. Start Date = first date of service in this program.
   e. Click on "Save"
4. If the client has a new Primary Counselor then you need to update the Treatment Team Section, please see directions below.

Transfer Facility in ISmart:

When transferring a client to a new component/facility the transferring Director/Supervisor and receiving Director/Supervisor both must agree and the transferring Director/Supervisor posts a "Transfer Review" Misc. Note.

NOTE: This is done by the receiving component.

1. Go to the client's Intake screen.
   a. Search for the client in the old facility so that you can access their Intake screen.
2. Intake Facility box - change to the appropriate Facility.
3. Click on Save
4. Left menu bar, click on My Settings.
5. Change to the new facility then click on Go.
6. Left menu bar, click on Client List
7. Left menu bar, click on Activity List
8. You are now in the client's new facility.

Changing Primary Counselor:

Transferring Counselor:

1. In client's current ISmart case, left menu bar click on Treatment Team screen
2. Primary Counselor will change their entry in the Treatment Team screen to:
   a. Primary Care Staff- needs to be changed from Yes to No.
   b. End Date- enter in the transfer date (last date of service.)
3. For all other remaining Treatment Team entries that will no longer be affiliated with the client change enter in the End Date (last date of service.)

Receiving Counselor:

1. In client's current ISmart case, left menu bar click on Treatment Team Screen.
2. Click on *Add Team Member* yellow hyperlink.
3. Enter in the information for the Primary Counselor. (For more information on Treatment Team Screen see Appendix B.)
   a. Role/Relation = Primary Care Staff
   b. Primary Care Staff = Yes
4. Enter in any other staff affiliated with the file.
5. If client is currently in an ASAC group and is REMAINING in the group, but is just changing Primary Counselor (and possibly facility) you need to get your name changed as the counselor for this client on the group roster.

Misc. Note - File Transfers:

Every time the file is exchanged (leaves a Counselors/Directors/Supervisors possession) an email will be sent and a Misc. Note (with the email copied and pasted into this note) will be entered into the client's ISmart file.

This email message will contain the following information:

- Where the file is going to be sent, why it is being sent and any problems or concerns with the file.
- Also note if there is an old file that will be coming with the new file. Include how many envelopes are included with the old file. If there is not an old file to be sent with the new file please note that as well.
- Each email needs to be CC'd to the fileroom@asac.us email account.

Procedure:

- Evals to Admits
  - Director/Supervisor will send an email to the receiving component Director/Supervisor and/or Counselor (which ever is appropriate) letting them know that a file is assigned to them and that the paper file will be

  - coming. This email will then be copied and pasted into a Misc. Note in ISmart; Summary field of Misc. Note will be labeled “Sending File.”
- Eval to File room
  - Once the Director/Supervisor has reviewed the file and determined that the file is appropriate to be sent to the file room a Misc. Note will be posted into ISmart stating that the file has been sent to file room. Summary field will be labeled “Sending File”. This information can also be included in the File Review Misc. Note.
- Admitted client transferring to another component
  - Sending Director/Supervisor will email Receiving Director/Supervisor an email that a file is being transferred to their component. This email will be posted into ISmart Misc. Note and Summary field will be labeled “Sending File”
  - Receiving Director/Supervisor will post a Misc. Note into ISmart when the file has been received and has been assigned to a counselor. Summary field will be labeled “Receiving file”. If the Director/Supervisor is going to do a file review of the file prior to giving it to a counselor then this information can just be included in the File Review Misc. Note.
- Admitted client transferring to another counselor with in their component.
  - Misc. Note will be posted into ISmart from the Director/Supervisor with the information on who the new counselor will be. Summary field will be labeled “Sending File”.
- Discharged
  - Once the Director/Supervisor has reviewed the file and determined that the file is appropriate to be sent to the file room you may state in the Discharge Review Misc. Note that the file has will be sent to file room.