Requests services provided

Start

* Charts will be prepared ahead of time- **helps front desk staff alert CM/PHA faster**
  + - Necessary forms and labels will be already inside of the charts

**CM/PHA assesses client’s need**

**Connect w/ CM/PHA**

**Register as new client**

**Connect them to resources**

**Connect w/ CM/PHA**

**Yes**

**No**

**Have they been here before?**

**Yes**

**No**

**Requests services provided**

Client calls or walks in

**PAATHS check in process**

**Change Project #1 Began- 12/17/12**

**Reviews will occur- 1/8/2013**

**= Changes to areas needing improvement**

**New PAATHS Alert System**

* + 3 chart holder will be placed inside of the case management section
  + Front desk staff will run insurance, walk the chart and place the chart inside of the holder
  + Charts will be placed in the order they came in
* Housing and Shelter/Sober House Sheets
* Everyone who walks to the front desk should be given an opportunity to meet w/CM/PHA
* Informational sheets will be given to anyone who does not want to wait by front desk staff

**CM/PHA makes referral and develops plans for follow-up as appropriate**

**CM/PHA counsels client on options**

* Edited front desk registration forms (includes questions regarding MATx). Forms will help CM/PHA identify if clients qualify for the service they are looking for.
* Treatment Care Plan (done w/everyone who is seen, copies will be given to clients). Summary of the service provided- follow-up plans, where pw was faxed, numbers given, etc.
* How/What clients want
* What do they qualify for?
  + Detox Assessment (done w/ everyone looking for detox services)
  + Edited Bio-Psych Social Assessment (done with anyone looking for post-detox tx or residential)
  + Referral Forms (done for anyone who needs to be referred out ex: BMC ED, BEST, IOPs, etc.)
  + CM/PHA will have to fill in time chart was received at on each form ex: detox assessment
    - Time CM/PHA began calling detox/program **or** time client was called to working space

**End**

**Document Outcome**