

CONNECTIONS

System Build 18.9.1 Job Aid

Health Services

***Functionality for Health Specialists,
Caseworkers, Case Planners,
Case Managers and CPS Workers/Monitors***



**CONNECTIONS Training Project
SUNY Training Strategies Group**

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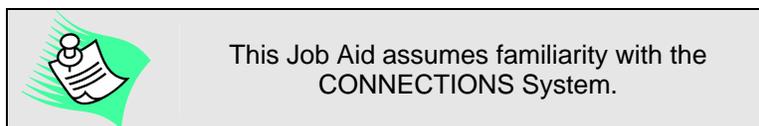
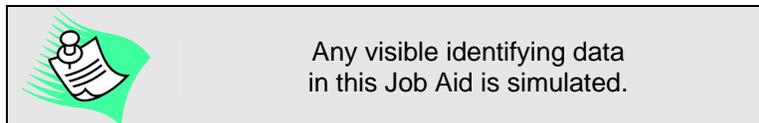
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Introduction

This Job Aid provides a detailed overview of the CONNECTIONS system changes being introduced with Build 18.9.1 - specifically information about health services. The Job Aid is intended for all CONNECTIONS users who will be responsible for recording health information in CONNECTIONS. These are both workers assigned a role and specialists.

It should be noted that many of the enhancements included in this Build originated from a collaborative effort on the part of OCFS, local district and voluntary agency casework and supervisory staff, who were members of the Functional Improvement Team (FIT). Specifically, this Job Aid contains information about enhancements in the following functional areas:

- Primary care/medical homes
- Clinical appointment health providers
- Clinical appointment domain types
- HIV test dates
- Biological family health information
- Authorization to Release Foster Child's Health Records and Request for Past Medical and Psychological/Psychiatric Health Records forms
- Child Health Summary and Child Health History Reports



This Job Aid is available online on the CONNECTIONS intranet site:

DFA Intranet Site > OCFS Home page > CONNECTIONS >Desk and Job Aids

The CONNECTIONS intranet site also contains information about CONNECTIONS training.

Health Services

Primary Care/Medical Home

Prior to the implementation of Build 18.9.1, the only way to access the *Primary Care/Medical Home* window was through an **Options** menu item. To make navigation to this window easier, the **Primary Care/Medical Home** button has been added to the **Child Health Info** tab. The **Primary Care/Medical Home** button opens the *Primary Care/Medical Home* window, which provides for viewing and selecting the primary care/medical home for a child. This button is enabled when a child is selected in the Child List and there are no unsaved changes on the **Child Health Info** tab.

In addition, to make the system more flexible, the primary care medical/home can now be selected from any health provider associated with the stage; it no longer is required to be affiliated with a "Physical/Medical" domain type.

Health Services - Collins, Kristy - S:24000023/C:34000020

File Options Reports Help
Case Name: Collins, Kristy

Child List
 Active < 21 All Active All

Name	Sex	Person ID	Age	DOB	Responsible Agency	Medicaid Sta
Collins, Patrick	M	14000030	18	04/22/1989		
Collins, Kimberly	F	14000031	9	08/16/1997		

Child Health Info Clinical Appointment Early Intervention Bio. Family Health Info HIV Risk Assessment Health Narrative

Medications

Medication	Condition	Start Date	End Date	INV
DEPAKOTE	Bi-Polar	05/25/2006		<input type="checkbox"/>

Allergies

Category	Allergen	Specify	Start Date	End Date	INV
Food	Cashews		08/16/1999		<input type="checkbox"/>
*					<input type="checkbox"/>

Durable Medical Equipment

Equipment	Specify	Start Date	End Date	INV
Eyeglasses		12/15/2006		<input type="checkbox"/>
*				<input type="checkbox"/>

Hospitalizations

Hospital	Psy	City/To	Reaso	Start Date	End Date	INV
*	<input type="checkbox"/>					<input type="checkbox"/>

Primary Care/Medical Home
Name: Number: [] -

After Hours Agency Health Contact
Contact: [] Number: [] -

Primary Care / Medical Home Save Cancel

Health information is confidential and may be redisclosed only where authorized by law. The health information in connections is not the official health record of the child or family and is not intended to reflect the complete health history of the child or family. See help for a further description of the purpose of the health information and your agency's obligations in regard to the collection and use of health information.

Close



Step-by-Step: Accessing the Primary Care/Medical Home

- 1 Access the *Health Services* window.
- 2 Access the **Child Health Info** tab.
- 3 With a child selected in the **Child List** grid, click on the **Primary Care/Medical Home** button.
The Primary Care/Medical Home window displays.

Note that this button is disabled when there are unsaved changes on the **Child Health Info** tab.



Where am I?

Assigned Workload > Tasks > Health Services tab

Health Providers

Prior to the implementation of Build 18.9.1, workers used the **Health Provider** button on the **Clinical Appointment** tab to link a health provider to a clinical appointment; information about the health provider could not be modified using this path. To modify a health provider, workers had to select the **Add/Modify Health Providers** command from the **Options** menu on the *Clinical Appointment Health Provider* window.

To make navigation easier and more intuitive, the **Add/Modify Prov.** button has been added and the **Health Provider** button has been renamed "Select Health Provider" on the **Clinical Appointment** tab. A system status message was also added to the **Clinical Appointment** tab that states:

"Add or Verify Health Provider Exists prior to entering Clinical Appointment."

The **Select Health Provider** button opens the *Clinical Appointment Health Provider* window, which lists all previously-saved health providers for the child. When the *Clinical Appointment Health Provider* window is accessed using this button, it can be used to link a provider to the clinical appointment; however, health provider information cannot be added or modified this way. This button is enabled when a worker initially adds a clinical appointment or when an unsaved record is selected in the History grid.

The **Add/Modify Health Prov.** button opens the *Clinical Appointment Health Provider* window where you can add or modify information for the child's health providers. This button is enabled when there are no unsaved changes on the **Clinical Appointment** tab.



It is best to record each health provider's information prior to adding the health record information; this makes the provider available for linking to an appointment.

Health Services - Collins, Kristy - S:24000023/C:34000020

File Options Reports Help
Case Name: Collins, Kristy

Child List
 Active < 21 All Active All

Name	Sex	Person ID	Age	DOB	Responsible Agency	Medicaid Sta
Collins, Patrick	M	14000030	18	04/22/1989		
Collins, Kimberly	F	14000031	9	08/16/1997		

Child Health Info **Clinical Appointment** Early Intervention Bio. Family Health Info HIV Risk Assessment Health Narrative

History

App. Date	Domain Type	App. Type	Diagnosis Date	Provider	City/Town	Tx Rec	INV
10/23/2006	Physical/Medical	Initial Assessment		Albany Family Care	ALBANY	<input type="checkbox"/>	<input type="checkbox"/>

Domain Type
 Dental
 Developmental
 Mental Health
 Physical/Medical
 Substance Abuse

Appointment Type
 Diagnosis at Intake
 Emergency Care
 Follow-up
 Initial Assessment
 Reassessment
 Sick child

Diagnosis

Diagnosis	End Date
<input type="checkbox"/> Acne	
<input type="checkbox"/> Allergies (environmental, food, medication)	
<input type="checkbox"/> Anemia	
<input type="checkbox"/> Aneurysm	
<input type="checkbox"/> Anorexia Nervosa	
<input type="checkbox"/> Apnea	
<input type="checkbox"/> Appendicitis	
<input type="checkbox"/> Other	

Immunizations
Are child's immunizations up to date? Yes No

Appointment Date
10/23/2006

Buttons: Add Modify Clear **Select Health Provider** Add/Modify Prov. Save Cancel

Add or Verify Health Provider Exists prior to entering Clinical Appointment

Close



Step-by-Step: Linking a Health Provider to a Clinical Appointment

- 1 Access the **Clinical Appointment** tab.
- 2 With a child selected in the **Child List** grid, enter all of the appropriate information for the clinical appointment.
- 3 Click on the **Select Health Provider** button.
The Clinical Appointment Health Provider window displays.
- 4 Select a health provider in the Resource List grid.
The health provider's information displays in the detail fields.
- 5 Click on the **OK** button.
*The **Clinical Appointment** tab displays.*



Where am I?

*Assigned Workload > Tasks >
Health Services tab > Clinical
Appointment tab*

- 6 Click on the **Add** button.
*The clinical appointment displays in the **History** grid, with the health provider's name in the **Provider** column.*
*If you have not already added a Health Provider, the following message displays:
 "After saving this record you will not be permitted to add a Health Provider. Would you like to add a Health Provider?"*
 Click on the **Yes** button to add a health provider.
 —OR—
 Click on the **No** button to save the record without a provider.
*The **Save** button enables.*
- 7 Click on the **Save** button.
The clinical appointment is saved and all Health Services tabs become enabled.

	Step-by-Step: Adding a Clinical Appointment Health Provider
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- 1 Access the **Clinical Appointment** tab.
- 2 Click on the **Add/Modify Prov.** button.
The Clinical Appointment Health Provider window displays.
- 3 In the **Resource Name** field record appropriate information.
- 4 Record the primary street address in the **Street** field.
- 5 Record the second line of the address in the **P.O. Box/Apt** field, if applicable.
- 6 Record the city in the **City** field.
- 7 Select the appropriate state by clicking on the drop-down arrow in the **State** field.
- 8 Enter the ZIP Code of the court in the **Zip** field.
- 9 Validate the address by clicking on the **Validate** button.
The address validation window displays.
- 10 Click on the **Accept** button to accept the validated address.
Proceed to Step 11.
 —OR—
 Click on the **Reject** button to reject the validated address.
You must reenter an address and repeat Step 9 in order to save the record.
- 11 If available, record the telephone number in the **Number** field.
*The **Add** button enables.*



Where am I?
*Assigned Workload > Tasks >
 Health Services tab > Clinical
 Appointment tab*

- 12 Click on the **Add** button.
*The record is added to the grid. The **Save** button enables.*
- 13 Click on the **Save** button.
*The **Clinical Appointment** tab displays.*

The following additional changes were made to the Health Services module with the implementation of Build 18.9.1:

- To increase the flexibility of the system, the edits have been removed so that any combination of domain types can be selected in the **Domain Type** field on the **Clinical Appointment** tab. When multiple domain types are selected, "Multiple" displays in the Domain Type field.
- Workers can now backdate the Date of HIV Test on the **HIV Risk Assessment** tab to the child's date of birth.
- To improve the ease of navigation, workers are no longer required to answer the Biological Mother questions before they can access the *Additional Information* window. The **Additional Information** button on the **Bio. Family Health Info** tab will be only be disabled when there are unsaved changes on the window.
- The child's demographic information is now pre-filled on the Authorization to Release Foster Child's Health Records form and Request for Past Medical and Psychological/Psychiatric Health Records form.
- The names of the biological parents have been removed from the biological family health section on the Child Health Summary and Child Health History Reports. This has been done to prevent this information from being shared with those permitted or required to have the child's health information, but not the identity of the child's biological parents. Note that these names have been removed from the report outputs only and not from the actual windows in CONNECTIONS.

Support Tools

Online Help

CONNECTIONS Online Help provides descriptions for various windows, as well as step-by-step instructions for common tasks. You can access Online Help at any time, from any window in CONNECTIONS by clicking on the **Help** menu or pressing the **F1** key on your keyboard.

The **Contents**, **Index** and **Search** tabs in Online Help allow you to search for and navigate to the topic(s) you need help on.



Step-by-Step: Accessing Online Help

- 1 Click on the **Help** menu on the CONNECTIONS Toolbar.
The following list of commands displays:

Contents	<i>A table of contents for the help facility with links to major sections.</i>
How Do I?	<i>Step-by-instructions to help you complete tasks using CONNECTIONS.</i>
Window Descriptions	<i>Descriptions of windows in CONNECTIONS, along with information on various fields.</i>
DSS Policy	<i>Online OCFS policy handbooks (under revision).</i>
Help On This Window	<i>Window description help for the window you are on.</i>
Help for Help	<i>Instructions on how to use the help functionality.</i>
About CONNECTIONS	<i>Information about the current CONNECTIONS version and build.</i>
- 2 Click on a command from the **Help** menu.
*The window related to your selection displays. In some cases, you will need to make another selection in that window to obtain instructions. At the top of each window you will see additional buttons and menus. Use the **Search** button to search for specific information in the Help function and use the **Back** button to return to windows you have just visited in Help. The **Glossary** button opens a list of important CONNECTIONS terms and the **Print** button allows you to print Help information.*
- 3 When you are done reviewing information in Help, close each *Help* window by clicking on the **Close** button (☒) in the top right corner of the window.
The system returns to the window you were using when you accessed Help.

Enterprise Help Desk

The New York State Office for Technology (NYS OFT) Enterprise Help Desk staff is available to answer basic questions related to your equipment or to solve problems you are having with the CONNECTIONS application. If they cannot solve your problem, they will record your information and forward it to others who can.

Your agency may have procedures in place for contacting the Enterprise Help Desk. Check with your supervisor before you call.

The Enterprise Help Desk is staffed 24 hours a day, seven days a week. The telephone number is:

1-800-NYS-1323
(1-800-697-1323)

When you call the Enterprise Help Desk with a problem, you will be given a ticket number to use for tracking your issue and its resolution. Keep a record of this number; you will need it for any follow-up conversations with the Enterprise Help Desk.

OCFS CONNECTIONS Intranet Site

A variety of training-related materials are available from the OCFS CONNECTIONS intranet site (<http://ocfs.state.nyenet/connect/>). The intranet site contains a wealth of information related to various aspects of CONNECTIONS, including training schedules, Alerts and Notices, Step-by-Step Guides (including the *CONNECTIONS Case Management Step-By-Step Guide*), Job Aids and Frequently Asked Questions (FAQs). Release Notes – a complete list of the modifications, enhancements, fixes and impacts in the Build – is also available from the CONNECTIONS intranet site.



Step-by-Step: Accessing the OCFS CONNECTIONS Intranet Site

- 1 From your local desktop, double-click on the **Internet Explorer** icon.
- 2 If the browser does not display the OCFS intranet site automatically, enter <http://ocfs.state.nyenet> into the browser's address line and press the **Enter** key on your keyboard.
The OCFS intranet home page displays.
- 3 Click on the **CONNECTIONS** link.
The CONNECTIONS home page displays.
- 4 Click on a topic to access information. For access to various Step-by-Step Guides and Job Aids, click on the **Step-by-Step/Job Aids/Tips** link. For access to Release Notes for a Build, click on the **Implementation** link.
- 5 To close Internet Explorer, click on the **File** menu and select **Close**.