The purpose of this tip sheet is to make workers aware of some planned improvements to the CONNECTIONS Build 18.9 Health Services component. This tip sheet has been divided into a "For Your Information" section and a "Step-by-Step Instructions" section, which contains instructions on how to perform tasks relating to the improvements.

Step-by-Step Instructions

Identifying Primary Care/Medical Homes

The Primary Care/Medical Home is a single health care professional who is responsible for the provision of routine, well-child preventive and sick-child health services; coordinates specialty services; and creates and oversees the implementation of a comprehensive health care plan for the child. Workers should note the following when identifying the Primary Care/Medical Home:

- The *Primary Care/Medical Home* window, where you select the Primary Care/Medical Home for a child from a listing of providers, is accessed by selecting the **Options** menu on the **Child Health Info** tab.

- You can only select a Primary Care/Medical Home for a child once a clinical appointment with the "Physical/Medical" domain has been recorded with a linked health provider. For ongoing cases, there may not be a physical/medical exam scheduled in the near future and this could delay identification of the Primary Care/Medical Home for the child.

Recording the Primary Care/Medical Home

1. With a child selected in the Child List grid on the **Child Health Info** tab, click on the **Options** menu.

2. Select the **Primary Care/Medical Home** command.
   The Primary Care/Medical Home window displays.

3. On the *Primary Care/Medical Home* window, click on the **Pr** checkbox to select a health provider as the Primary Care/Medical Home.
   The Save button enables.

4. Click on the **Save** button.
   *The **Child Health Info tab** displays with the selected health provider information populated in the Primary Care/Medical Home section.*

   > **Important!** You will not be able to record the Primary Care/Medical Home until you have recorded a clinical appointment with the "Physical/Medical" domain.

Adding/Linking Health Providers

The **Health Provider** button on the **Clinical Appointment** tab allows you to select a health provider to link to a clinical appointment from the list of providers already established; you cannot add or modify a health provider in this manner. In order to add a new provider or modify an existing provider you must access that functionality through the **Options** menu. In addition, a message displays the first time you access the **Clinical Appointment** tab, reminding you to verify that the provider associated with the appointment you plan to enter already exists in CONNECTIONS. This message does not display again once you begin recording an appointment.

For these reasons, it is best to record each health provider's information prior to adding the clinical appointment record; this makes the provider available for linking to the appointment. *Once you save a clinical appointment record, you cannot link a health provider to the record.* If you want to link a provider to a saved appointment, you must invalidate the original record and enter a new appointment.

> **Important!** Always record/verify the Health Provider before you begin recording a clinical appointment.

Adding a Clinical Appointment Health Provider

1. From the **Clinical Appointment** tab, click on the **Options** menu and select the **Add/Modify Health Providers** command.
   The Clinical Appointment Health Provider window displays.

2. In the **Resource Name** field record appropriate information.

3. Record the primary street address in the **Street** field.

4. Record the second line of the address in the **P.O. Box/Apt** field, if applicable.

5. Record the city in the **City** field.

6. Select the appropriate state by clicking on the drop-down arrow in the **State** field.

7. Enter the ZIP Code of the health provider in the **Zip** field.

8. Record the county in the **County** 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.

    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.*

12. Click on the **Add** button.
*The record is added to the grid. The **Save** button enables.*

13. Click on the **Save** button.

14. Click on the **Cancel** button.
*The **Clinical Appointment** tab displays.*

Linking a Health Provider to a New Clinical Appointment

1. Enter all of the information for the appointment in the appropriate fields on the **Clinical Appointment** tab.
*The **Add** button enables.*

2. Click on the **Health Provider** button.
The Clinical Appointment Health Provider window displays.

3. Click on the arrow to the left of the health provider in the grid.
*The **OK** button enables.*

4. Click on the **OK** button.
*The **Clinical Appointment** tab displays.*

5. Click on the **Add** button.
*If you have linked a health provider to the appointment, the **Save** button enables. The new clinical appointment is added to the **History** grid. Skip to Step 7.*

If you have not linked a health provider to the appointment, the following message displays: "After saving this record you will not be permitted to add a Health Provider. Would you like to select a Health Provider?

6. Click on the **Yes** button to add a health provider.
The Clinical Appointment Health Provider window displays. Perform Steps 3 and 4 to link a health provider.

7. Click on the **Save** button.
All Health Services tabs enable.

Entering Additional Biological Family Health Information

The *Biological Family Health Information* window provides for recording additional health information about the family that is pertinent to the child. This window is accessed by clicking on the **Additional Information** button located on the **Bio. Family Health Info.** tab. In order to access the *Biological Family Health Information* window, information must first be recorded and saved on the **Bio. Family Health Info** tab.

Accessing the Biological Family Health Information Window

1. On the **Bio. Family Health Info** tab, record your responses to the questions in the Biological Mother section; this includes recording information in the **Specifics** field where appropriate.
*The **Save** button enables.*

2. Click on the **Save** button.
*The **Additional Information** button enables and the **Updated By** and **Date Updated** fields populate.*

The following message displays when any question in the Biological Mother section has not been completed:
*"All questions related to biological mother's pregnancy must be completed prior to save." In this case, complete the remaining questions and click on the **Save** button again.*

3. Click on the **Additional Information** button.
The Biological Family Health Information window displays.

For Your Information

Diagnosis Date in Health Reports

Diagnosis dates entered during the process of recording an appointment on the **Clinical Appointment** tab display in the **Appointment Date** field on the Child Health Summary and Child Health History Reports; the **Diagnosis Date** field in these reports is blank. If you enter a "Diagnosis at Intake" on the **Clinical Appointment** tab—meaning the diagnosis is long-standing and not originating from the appointment—the date associated with that diagnosis will be displayed in the **Diagnosis Date** field on the Child Health Summary and Child Health History Reports.

Backdating HIV Risk Assessments

On the **HIV Risk Assessment** tab, the Date of HIV Risk Assessment and Date of HIV Test can only be backdated to the stage start date; in some cases this may not allow entry of the actual date. For example, when recording the date of an HIV test for a newborn screening, the child's date of birth may precede the stage start date. A planned improvement to CONNECTIONS will allow you to backdate to the child's date of birth.

Authorization Form Demographic Information

Demographic information, such as the child's name, date of birth and social security number, does not pre-fill on the Authorization to Release Foster Child's Health Record and Request for Past Medical and Psychological/Psychiatric Health Records forms in CONNECTIONS. Workers can print these forms and enter the demographic information manually.

Date Selection Tool

The date selection tool allows you to move month-to-month, but not year-to-year. If the date you need to enter is far in the past, you can simply type the date into the field rather than using the date selection tool.

If you need assistance performing any of the functions on this guide, please talk to your supervisor or contact the Enterprise Help Desk. The Enterprise Help Desk is staffed 24 hours a day, seven days a week. You can contact the Enterprise Help Desk at:

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