NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES (NNAMHS)

POLICY AND PROCEDURE

SUBJECT: AMBULATORY SERVICES ONLY (ASO)

NUMBER: NN-IM-MR-14

ORIGINAL DATE: 05/06/04

REVIEW/REVISED DATE: 5/3/07, 3/18/10, 2/21/13

APPROVAL: Cody L. Phinney, Agency Director

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I. PURPOSE:

To ensure the method of maintaining information obtained during a consumer evaluation that did or did not result in admission to services.

II. POLICY

NNAMHS will preserve and make available information obtained from a consumer evaluation that did or did not result in admission of the consumer to NNAMHS.

III. DEFINITIONS:

Packet: Required forms for admission to services at NNAMHS.

Ambulatory Service Only (ASO) - A consumer evaluated but not admitted to services, which include one of the following circumstances:

1) The consumer completes the paper documentation but does not complete the Psychiatric Assessment Services (PAS) evaluation.

2) The consumer completes the paper documentation and part of the PAS evaluation process, but does not complete the entire evaluation.
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3) The consumer completes the PAS evaluation and is referred for outpatient services, but does not keep initial follow-up appointments with outpatient services.

4) A consumer discharged from inpatient services or the Psychiatric Observation Unit (POU) with referral to outpatient services, but does not keep initial follow-up appointments.

IV. PROCEDURE

A. A packet will be prepared for all clients who are seeking voluntary outpatient services at NNAMHS.

1. Consumers who are seen at the Psychiatric Assessment Services (PAS)

a. Packets consist of the following paper documentation:

1. MR 100 Face Sheet
2. MR 126 Consent for Admission
3. MR 126 A Admission Authorization
4. MR 195 – Patient Self-Assessment
5. Financial Information (Stored in the billing office)
6. MR 178 – Summary List for consumers who complete the nursing assessment
7. MR 206 – Program Referral Form for consumers who complete the clinician Assessment
8. MR 150 - Authorization for Disclosure of Health Information
9. MR 135 Vital Sign Flow Sheet

EACH paper document will have the consumers name and known medical record number on the front and back

b. Electronic Medical Record Documentation - these records will only be available on clients who complete the PAS evaluations.

1. Diagnosis
2. Presenting concerns
3. Psychiatric History
4. Legal Problems
5. Addictive Behavior
6. Anger/Aggression
7. Suicide Risk Assessment
8. Mini Mental Exam
9. LOCUS
10. Allergies
11. Medications
12. Nursing Assessment, which includes the following:
    - Subjective Physical
    - Nutrition Screening
    - Objective Physical
    - Pain
    - General Physical Condition
    - Physical/Marks/Wounds/Injuries
    - Medical History, treatment, and health habits
    - Consumer/Family Education Record
13. Progress notes detailing findings.

2. Consumers who are discharged from the inpatient unit or Psychiatric Observation Unit (POU) who are referred to outpatient services

a. Packets consist of at least the following paper documentation:

1. MR 100 Face Sheet
2. MR 126 Consent for Admission
3. MR 126 A Admission Authorization

4. Copy of Discharge Instructions

C. Maintenance of Packets

1. All paper documents will be sent to HIS on a daily basis and filed in alphabetical order until client is seen by a clinician in outpatient services.
2. Packets will be sent to the Medication Clinic on the day of scheduled appointment along with last chart (Inpatient/Outpatient) if any,

D. Creating the Paper Medical Record

1. Once a consumer is seen by an outpatient clinician, the paper documents contained within the packet will be used to create an outpatient medical record.
   a. Exception: The packets will be used for the initial nursing orientation intake in the medication clinic and an outpatient medical record will not be created until the consumer is seen by an outpatient-prescribing professional.

E. Packet Closure

1. The AA in the Medication Clinic will notify the RN Supervisor or designee of missed appointment and closure to service.
   a. If no appointment has been scheduled for 30 days and patient has not returned for services, the packet and episode will be permanently closed.
   b. Discharge dates will be entered into AVATAR.
2. For consumers who do not complete the entire PAS evaluation within 30 days of submitting the paper packet, the PAS Administrative Assistant (AA) will close the Ambulatory Services episode in Avatar. The AA will notify HIS via email of the episode closure.
   a. HIS will assemble the packets in discharge order, analyze and update the master card.
   b. The packet will either be filed in the consumer's historical information (prior record) or filed in the closed ASO file.