



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

MEMORANDUM

TO: BHSD County Clinic Managers and Contracted Providers

FROM: Sherri Terao, Director, Behavioral Health Services Department

DocuSigned by:
Sherri Terao
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RE: Revised Process for Electronic Signature Agreement

DATE: March 15, 2023

BHSD Business Office in collaboration with Compliance, has reviewed the current electronic signature agreement process to identify improvements while ensuring compliance with the DHCS requirement. These requirements can be found in DMH Letter 08-10 [DMH Letter Electronic Signature and Electronically Signed Records](#) and ADP Bulletin 10-01 [ADP Bulletin 10-01 \(ca.gov\)](#)

Effective March 2023, BHSD will discontinue sending a DocuSign link to the electronic signature agreement form. For reference a revised form is posted on the BHSD website [Electronic Health Records - Behavioral Health Services - County of Santa Clara \(sccgov.org\)](#)

County Contracted Provider Agencies:

- Required to have a policy for this electronic signature process; including identifying staff that are required to have electronic signatures, the process to distribute the link to their staff to sign the document, and ensure it's completed on an annual basis.
- Required to keep copies of all forms, for a minimum of 10 years and made available for audit by BHSD and other oversight entities.

County Clinic Staff:

- Required to understand and follow BHSD Policy #PRR-007 Electronic Signatures in Electronic Health Record Systems.
- All impacted staff are required to sign their annual attestation via the annual Health Learning.
 - Note: CY 2023 staff will be asked to attest twice. Once to cover March – October and the second on the annual October to October time period.
- Completed forms must be retained in the employee files for audit purposes for 10 years and managers must track if the attestations hasn't been signed.

If you have any questions, please contact the BHSD Business Office by email BHSDBusinessOffice@hhs.sccgov.org