



COUNTY OF SANTA CLARA  
**Behavioral Health Services**

**PCE - INCORRECT ADMISSION/DISCHARGE**

REV. 07/23/24

# REVISIONS

Date	Slides	Revisions
07/23/24	3	Updated email to BHSD_EHR_info@hhs.sccgov.org
01/27/23	4-6	Updated instructions for myAvatar and Welligent

## INCORRECT ADMISSION/DISCHARGE

If there was an episode with the incorrect admission/discharge date or mapped incorrectly, the team will need to reach out for support. Please send an email to [BHSD\\_EHR\\_info@hhs.sccgov.org](mailto:BHSD_EHR_info@hhs.sccgov.org) with the following information, and a team member be in contact with you to address the issue.

**Client's myAvatar ID:**

**Client's Name (Last, First):**

**Episode #:**

**Episode Name:**

**Document Date:**

**Document / Form Name:**

**Practitioner's Name:**

**Action Request:** Delete Last Movement

**Reason for the Request:**

Review the following pages for next steps based on the CCP's EHR System.

# MYAVATAR

1. Request Delete Last Movement (see page 3)
2. County will delete the episode in County myAvatar/PCNX.
3. CCP will delete mapping in their EHR system.
4. CCP will remap the client in their EHR system.
5. CCP will resubmit admission, diagnosis, financial eligibility, and discharge (if applicable).
  - a. Additional forms such as CSI Admission, CSI Assessment, Cal-OMS, Women's Health History will need to be submitted.

# WELLIGENT

## For Admission

1. Request Delete Last Movement (see page 3)
2. County will delete the admission in County myAvatar/PCNX.
3. CCP will delete Admission encounter ID (decimal value) in Welligent ADT screen (e.g. 6640.01)
4. CCP will delete the Episode ID (e.g. 3, 5, 9, etc)
5. CCP will correct the Admission in Welligent.
6. CCP will resubmit the correct Admission by sending Program Admission Create webcall.
7. CCP will verify diagnosis dates and send Diagnosis Create.
8. CCP will send as if brand new again the create webcalls for Cal-OMS Admission or CSI Admission Create & CSI Assessment
  - a. If sending create Cal-OMS Admission again, please update the encounter ID for the Cal-OMS in the admission and any corresponding annual or discharge Cal-OMS and send Create calls for those other tools if they exist.
  - b. CCP will send Financial Eligibility Create call.
9. If the client has already been discharged at the time of delete last movement:
  1. CCP will delete Discharge encounter ID (decimal value) in Welligent ADT screen.
  2. CCP will send Program Discharge create webcall.

# WELLIGENT

## For Discharge:

1. Request Delete Last Movement (see page 3)
2. County will delete the discharge in County myAvatar/PCNX.
3. CCP will delete Discharge encounter ID (decimal value) in Welligent ADT screen.
4. CCP will correct the discharge date in Welligent.
5. CCP will resubmit the correct discharge date by sending Program Discharge Create webcall.