

A background of a network diagram with grey nodes and lines, overlaid on a blue horizontal band.

SONOMA COUNTY SMARTCARE

End User Training

AGENDA

- Introductions
- Role of Superusers
- Training Plan
- Logging into Moodle
- Logging into SmartCare
- Complete Moodle Courses
- Return to Teams Meeting at 15:00 for Q&A and Teachbacks

NOTE: If you did not receive an email from the Resource Management Unit (RMU) with your SmartCare Train login information, you are not set up in the system and will not be able to practice what you are learning in the training until you have that login information.



INTRODUCTIONS

* Please put your name (w/ honorific or how you'd like to be addressed), title, and program/agency in the chat

ROLE OF SUPERUSERS

- Monitor Teams chat
- Offer one-on-one assistance to end users
- Help with troubleshooting issues now and after go-live

TRAINING PLAN

During today's training you will be using two systems from your web browser

- One is the training site (Moodle)
- One is the EHR (SmartCare) for you to practice alongside the training videos

Moodle Courses

- Set up in bundles of modules per disciplines
- Take modules according to your role/job duties
- Inpatient/Residential course is offered on-demand from Sonoma County SysAdmin

Q&A and Teachbacks start at 15:00!

Training Module	Clerical Front Desk	Clinical Direct Service	Prescribers, RN, & Medical	CSU Residential	Billing (County)	Billing (CBO)	QA (County & CBO)
SmartCare Basics: A Message from our Executive Director Basic Navigation Privacy and Security in SmartCare	✓	✓	✓	✓	✓	✓	✓
SmartCare Calendar Management for Providers	✗	✓	✓	✗	✓	✗	✓
SmartCare for Front Desk Staff	✓	✗	✗	✗	✓	✗	✓
SmartCare for Prescribers, Nurses, & Med Support Staff	✗	✗	✓	✗	✓	✗	✓
SmartCare Clinical Workflow for Clinicians (Life Cycle of a Client) Life Cycle of a Client: Request for Services, Screening, and Intake & Assessment Life Cycle of a Client: Services Life Cycle of a Client: Discharge Clinical Workflow Training	✓ ✗ ✗ ✗	✓ ✓ ✓ ✓	✗ ✓ (non-MD) ✗ ✗	✗ ✗ ✗ ✗	✓ ✓ ✓ ✓	✗ ✗ ✗ ✗	✓ ✓ ✓ ✓
Group Set-up and Documentation	✗	✓	✗	✗	✓	✗	✓
Billing	✗	✗	✗	✗	✓	✓	✓
TBD Inpatient/CSU/Residential (ETA 6/15)	✗	✗	✗	✓	✗	✗	✓

MOODLES ACCORDING TO ROLE

LOGGING INTO MOODLE

- Moodle courses: <https://moodle.calmhsalearns.org/>
- When you go to the CalMHSА Moodle page, your dashboard will be blank, even if you have previously completed courses. There are two ways to enroll to the appropriate courses.
 1. Select “Courses” at the top left of your screen and then select “All Courses” and then “EHR”
 2. Or, Select the “Enroll into SmartCare EHR Training” button in the upper right that has a white background (it is under the two green buttons).
- Select the applicable course(s) to enroll in, and then select “Enroll me” to enroll in the course. Repeat for other courses that you need to take.



- All courses
- Course search
- FAQ

Customize this page

Courses

Enroll into 5150 Course

Enroll into CalAIM Course



Enroll into SmartCare EHR Training

Calendar

June 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Nothing to display

Learning

Completed ▾

Search

Last accessed ▾

Expanded ▾



EHR

Dashboard / Courses / EHR



Course categories:

EHR



SmartCare EHR Training

Search courses



Smart Care Basics for All Users

Teacher: Charla Rowe

SmartCare Calendar Management for Providers

SmartCare for Front Desk Staff

SmartCare Clinical Workflow for Clinicians (Life Cycle of a Client)

Teacher: Charla Rowe

SmartCare for Group Service Providers

SmartCare for Billing Staff

SmartCare for Prescribers, Nurses, & Med Support Staff



Smart Care Basics for All Users

Dashboard / Courses / EHR / Smart Care Basics / Enroll me in this course
/ Enrollment options

Enrollment options

Smart Care Basics for All Users

Teacher: Charla Rowe

▾ Self enrollment (Student)

No enrollment key required.

[Enroll me](#)



LOGGING INTO SMARTCARE

- <https://calmhsasonomasctt.smartcarenet.com/SonomaCntySmartcareTrain/>
- Username is first initial last name: tcarr (all lowercase, system is case sensitive)
- Password for everyone first time: P@ssword123456
- New password has to be 14 characters long! It's crazy long!!
 - Has to have special character(s)
 - Has to have upper case
 - Has to lower case
 - Has to have number(s)

PROCESS

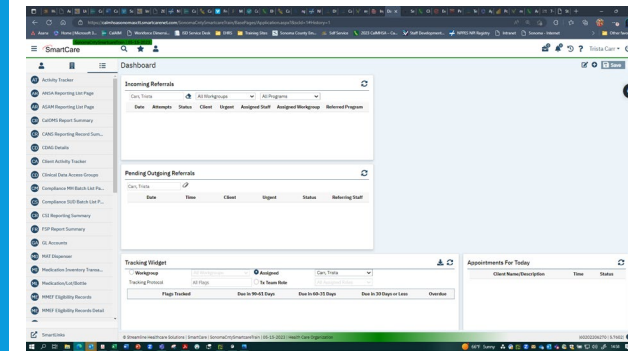
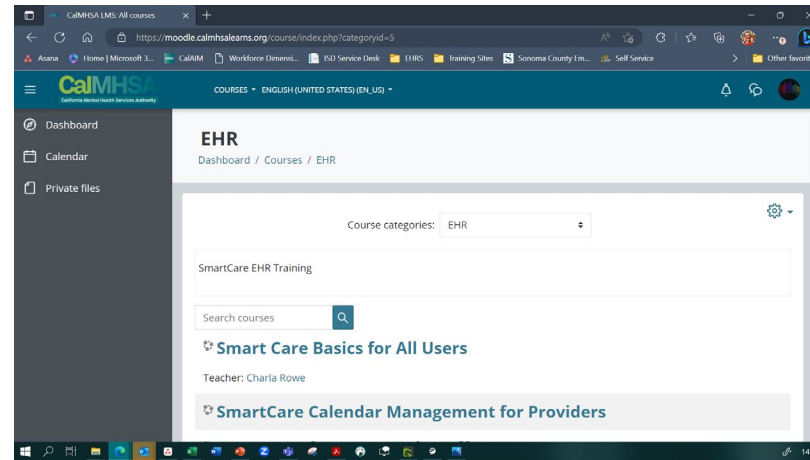
Once logged into SmartCare, verify your preferences

- Choose “Dashboard” as your Home screen under the General Settings
- Click on the Save button in the upper right corner of the screen

Then log out of SmartCare and log back in and your settings will be set

PROCESS (CONT'D)

- You will have open two websites
 - CalMHSA Moodle
 - SmartCare
- Move one browser tab to your second monitor if you have an additional monitor
 - Click and drag the tab to the other screen
- Complete the trainings and follow along in SmartCare



FAKE CLIENTS

Mickey Mouse is in the Adult Medication Support Program

Steamboat Willy is not enrolled in a program

Minnie Mouse referred to Access Team (in requested status)

Donald Duck & Daisy Duck are enrolled in REAP & DAAC Outpatient Drug Free

Super Man has Clark Kent Alias and is not enrolled in any programs

Kara Danvers A.K.A Super Girl is enrolled in Mental Health Youth & Family SCBH

Lex Luther is enrolled in Integrated Recovery Team

Lois Lane is not enrolled in any programs

Bat Man is enrolled in Buckelew FACT

Robin Boy Wonder is enrolled in CSN Bridges

Wonder Woman (Diana Prince) is enrolled in Lifeworks TBS

Bat Woman is enrolled in SAY FASST

Aqua Man is enrolled in Seneca Outpatient Services

The Flash is enrolled in SRTP Methadone Maintenance

Poison Ivy is enrolled in Women's Recovery Services

Bruce Wayne is enrolled in TLC MH Services

The Joker is enrolled in Buckelew TAY SCIL

The Penguin is enrolled in Progress Crisis Residential Unit



LOGIN TROUBLESHOOTING



THANK YOU!

Trista L. Carr, PsyD
Sonoma County
Behavior Health Clinical Informatics Analyst
trista.carr@sonoma-county.org