# MEDICAL DOCUMENTATION BASIC WORKFLOW

+ USING THE PSYCH MEDICAL NOTE TEMPLATE

Updated: 09/28/25 (V2)

CalMHSA

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#### KEY LINKS TO GET STARTED

- Outpatient Prescriber Quick Guide and Comprehensive List
- Outpatient Nurses Quick Guide and Comprehensive List
- <u>Inpatient Comprehensive List</u>
- CSU Guides
- Psych Medical Note Instructions
- Psych Medical Note Template Associated to Procedure Codes
- Shared Medical Care Plan
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- How to Add, Edit, and Use Key Phrases: w/ Permission Only
- How to document verbal medication consent in notes
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- How to Get a Summary of Care
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- How to Create the Aftercare Discharge Summary Medical Report
- Medication Reconciliation
- CalMHSA MAR Report
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- Nutritional Screening
- How to Complete the Personal Effects Inventory (PEI)

# REVIEWING HISTORICAL DATA

- Client Facesheet Reports (5)
- Medication/Allergy Widgets (6)
- Review previous notes (7)
- Lab Results (8)

#### MEDICAL FACESHEETS

- <u>Client Medical Facesheet</u>:
   High level overview of a patient's medical information
- There is also an inpatient-focused facesheet:
   <u>CalMHSA 113 Inpatient/CSU Client Face Sheet</u>
   <u>Report (My Office)</u>

Name: Child Delphine

Client ID: 1027

California Mental Health Services Authority

Age: 5

#### Client Medical Face Sheet

Preferred Name: Pronoun: He
Address: 1215 20th Ave ~San Francisco 94122 Phone:
Pharmacy: Email:

Signed Medication History Request Consent Duration:

Coverage:

Last AIMS: NO AIMS on file Last CURES: NO CURES on file

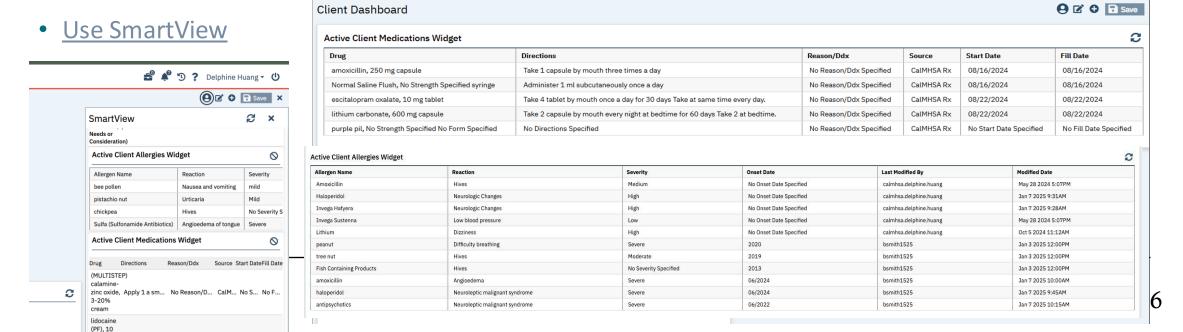
Allergies/Intolerances/Failed Trials				
Туре	Allergy	Date	Severity/Reaction/Comments	
Allergy	Amoxicillin	06-28-2024	S: Low R: Hives C: as a child	
Allergy	Tylenol	07-09-2024	S: Low R: Low blood pressure	
Failed Trial	Benadryl	06-28-2024	S: Moderate to severe R: Fainting C: can't use for sleep	
Intolerance	NSAIDS (Non-Steroidal Anti-Inflammatory Drug)	06-28-2024	S: Mild to Moderate R: Abdominal cramps C: no GI bleed	
Intolerance	pollen extracts	06-28-2024	S: Low R: Other	

Last 3 Vitals	6/28/24 16:49	6/28/24 16:23	3/14/24 16:08
Reason for Not Obtaining Vitals		Client Refused	
No Vitals: Comments		test	
Temp. (F)	97.0	98.0	
Temp I ocation		Mouth/Oral	

#### MEDICATION/ALLERGY WIDGETS

• Smartcare has other similar widgets CalMHSA has created our own active medication/prescription and allergy widgets. The SmartView allows a right sideview to appear on any client page without having to leave the page.

How to Add a Widget to Your Dashboard



#### **NOTES**

Services (Client) List Page and/or Documents (Client) List Page will show services notes and documents, their authors, and their statuses.

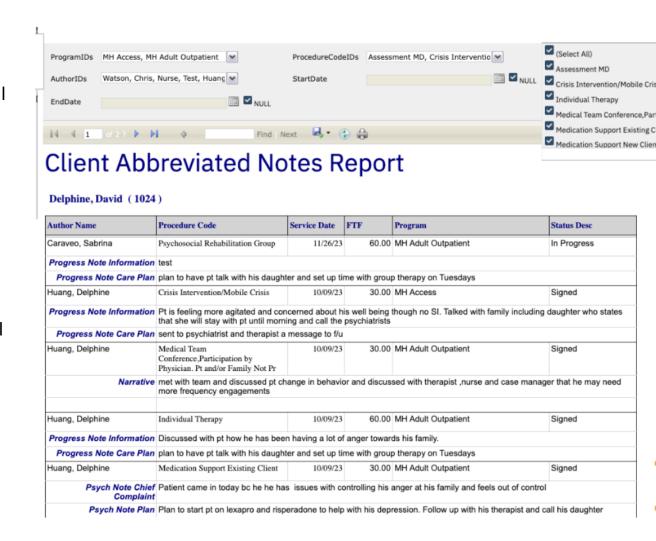
How to View Client Documents

<u>Abbreviated Notes Report</u>- compilation of all notes from all clinicians and primarily where people would write their "plans" for a client.

Most of the information in the client abbreviated notes report will NOT pull into the medical / psych note, primarily just the subjective and A/P sections.

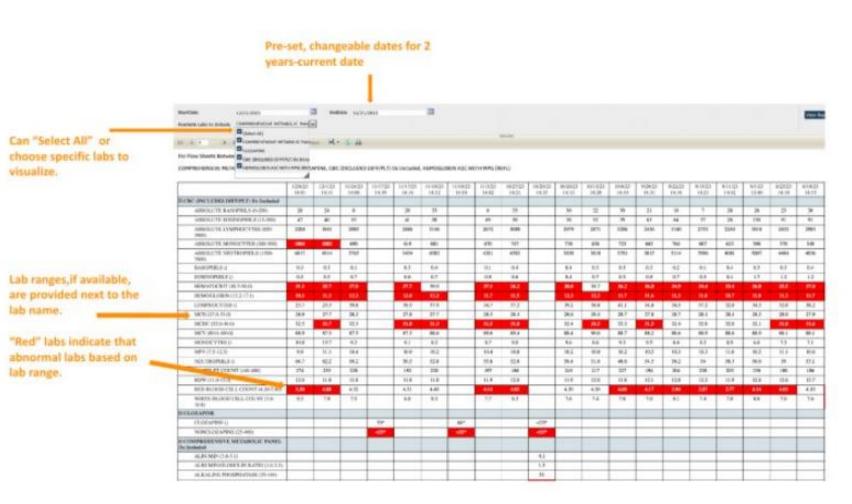
You can search for short terms to help narrow your note search.

If you are looking for full PDFs of Notes within the last 90 days, you can use the <u>Note Service Reviewer</u>.



#### LAB RESULTS

- <u>Cumulative Lab Report</u>cumulative report of labs results across time for a client
- Psych / Medical note will pull in last 2 months of labs, to view historical report of labs, please see the cumulative lab report.
- You can also look at individual lab order results if you click into the lab order itself. It is here that you can mark off if the results have been reviewed.



# NOTE TEMPLATE

- Create a new service note using the psych medical note template link
- Transition from old psychiatric note (10)
- Service Tab (11-12)
- Initialization of Previous Note's Textbox (13)
- Show/Hide Functionality: Do not Include in PDF and Delete from Note checkboxes (14)
- Manual Refresh (15)
- Keyphrases (16)

#### SOAP Format

- Subjective Section (17)
- Client History Section (18)
- Lab Results (19)
- Allergies (20)
- Active Prescriptions, Home Meds and Orders (21-23)
- Medication Consents (24-25)
- Vitals (26)
- MSE/PE + AIMS (27)
- Diagnoses/Problem List (28)
- A/P + CURES + Shared Plan Report (29-30)
- Additional Information (31)
- Billing Diagnosis (32)
- Completing Note, Amend Note, Cosigning, Proxy/Reviewer (33)

# TRANSITION FOR THE OLD PSYCHIATRIC NOTE

If there are any information in the following sections from the old "Psychiatric Note Template," there will be a one-time push for each client regardless of procedure code to the new "Psych/Medical Note," if it is the same author, same program and same CDAG.

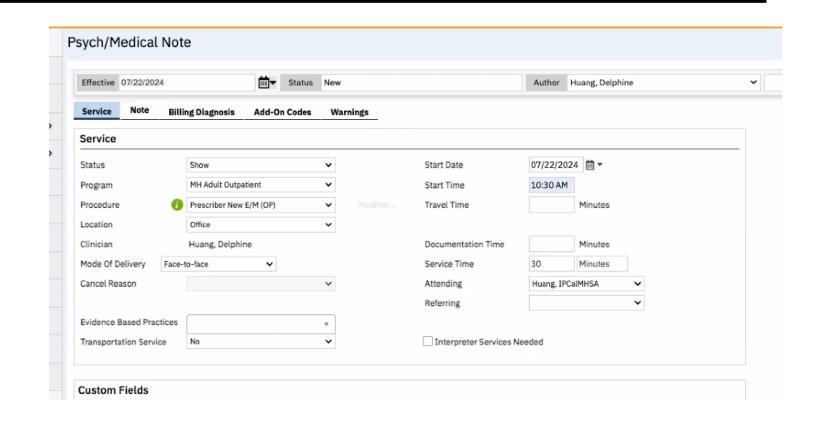
Psychiatric Note Template (OLD)	Psych/Medical Note Template (NEW)
Today's Chief Complaint	Subjective/CC/HPI/Visit Notes
History of Present Illness	Client History & Pertinent Information
Mental Status Exam Additional Comments, Descriptions. (This excludes the individual sections of the MSE's radio buttons and/or their associated comments section)	MSE/PE
Plan	Assessment and Plan

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# **SERVICES TAB**

#### What will show up on the final PDF

- Status\*
- Program\*
- Procedure\*
- Location\*
- Mode of Delivery
- StartDate\*
- Start Time\*
- Travel Time (if needed)
- Documentation Time
- Service Time\*
- Attending (if needed)\*



#### PROCEDURE CODES

Psych Medical Note Template Associated to Procedure Codes- which notes will have the new template and any changes to the "Display As" name.

Which procedure code to use in which scenario is county dependent. Please talk to your admins if you have questions.

CalMHSA Procedure Code ID	СРТ	Planned Changes to the Procedure Code Label and add new Template	Current procedure code label	Suggested Facility Type/Role or License/Use Case
80	90792	Prescriber Assessment E/M (OP)	Assessment MD	Outpt: Prescriber, Initial Assessment
74	99201-99205	Prescriber New E/M (OP)	Medication Support New Client	Outpt: Prescriber
73	99212-99215	Prescriber Progress E/M (OP)	Medication Support Existing Client	Outpt: Prescriber
107	99441-99443	Prescriber Telephone E/M (OP)	Medication Support Telephone	Outpt/IP/PHF/CSU/Res: Prescriber
72	99242-99245	Prescriber Consult (OP)	Consult for New and Established Patients	Outpt: Prescriber
49	99451	Physician-to-Physician Consult	Physician Consultation	Outpt/IP/PHF/CSU/Res: only MD/DO to MD/DO Consultation

## INITIALIZATION OF PREVIOUS NOTE'S TEXTBOX

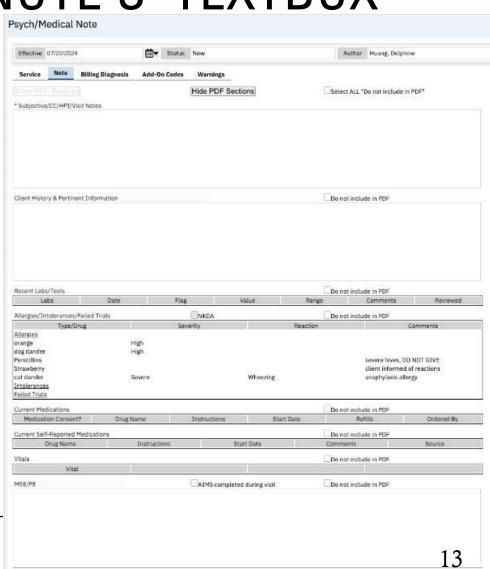
Textbox Data will only initialize If:

- Same Client
- Same Author

Within different programs and different procedures (that also meet the same client, same author, same program criteria) and use the psych medical note template, will initialize from last signed.

If this is not intended, then user will need to manually remove data.

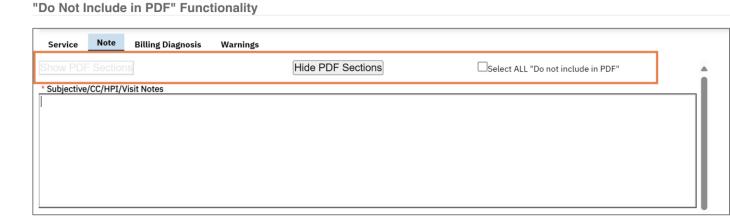
If you go to a different screen that data will hold if you don't close out the note, BUT we highly recommend that you also "Save" often.



#### SHOW AND HIDE PDF SECTIONS FUNCTIONALITY

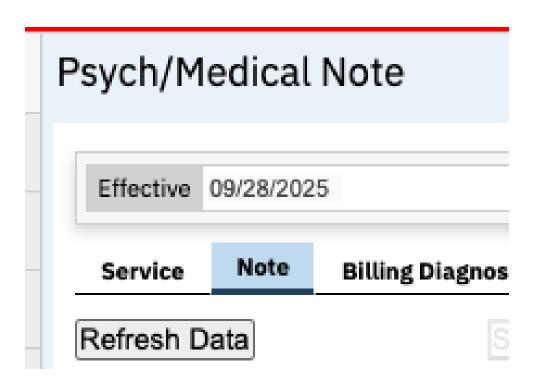
The reason why we included this functionality is:

- To appease lumpers and spliters writers and give agency to end users about what type of note they want to use.
- 2) Can choose because having a comprehensive note with multiple sections or less sections depending on the user and type of visit.
- Can preview ahead of time the pdf by toggling between Show and Hide PDF Sections
- 4) Remove checkbox for "Do not include in PDF"/Delete from Note" if you want have new information that was added to the section.
- 5) If there is no checkbox for "Do not include in PDF/ Delete from Note" then, the data in that textbox will initialize to subsequent note.
- If there is a mark in the checkbox, then the data will NOT initialize to the subsequent note, only the last signed section will show up next time.



#### MANUAL REFRESH

If you leave the note's screen, the system will refresh automatically. However, if you added data from a different source and this information is pushing to tables (eg Diagnosis/Problem List, Orders, Allergies) and you do not see the information automatically show up, you may need to manually refresh to push the new data in.



#### LEVERAGING KEY PHRASES

- Keyphrases can be used to take preset text and autoload into their note
- It allows customization of the template
  - Creating Assessment as Key Phrases
  - Functional Keyphrases are available for use to pull in specific data (digital instructions pending for end users)
  - Counties should make and organize county level/agency level key phrases to support their end users and standardize as they see necessary.
  - o End users should learn how to create key phrases to expedite their documentation.
  - Instructions
    - Keyphrases Set up for Admin
    - <u>Users with Edit Agency Key phrases</u>
    - How to Add, Edit, and Use Key Phrases: w/ Permission Only
    - How to document verbal medication consent in notes



#### SUBJECTIVE SECTION

Subjective/CC/HPI/Visit Notes Delete from the Note
30 year old man with hx of SIx2 in the last year and depression. Trouble with school and concentrating on the job. Depression has been well controlled on medications but recently his anxiety has worsen.

This section can be used to capture the subjective part of a patient visit.

It can also be used to record visit notes, and if you choose to not document using any other sections. The "Delete From Note" functionality is available.

#### **CLIENT HISTORY**



This section can be used to capture the patient's history such as their previous psychiatric, medical, medication, or program history. It can also be used to capture any social, substance use, family history, pertinent tests. The "Do Not Include in PDF" functionality can be utilized.

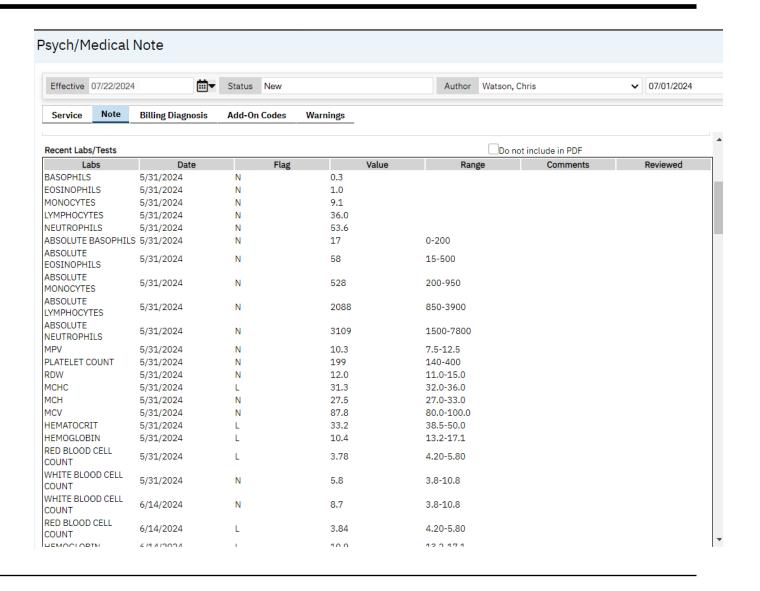
We highly recommend creating Key Phrase Templates (slide 12) to assist with what client history you want your staff to collect. It is different for every user, clinic, and county.

#### LAB RESULTS

This section pushes two months of lab data into the note.

It includes the lab name, result date, if any abnormality (H = high, L= low, N=Normal), the lab value, the range, lab comments, and if it has been reviewed by staff.

The "Do Not Include in PDF" functionality can be utilized.



#### **ALLERGIES**

DrFirst NKDA	SmartCare NKDA	Do not include in PDF	
Severit	y R	eaction	Comments
mild	Nausea and vomitin	ng	
	Hives		
Mild	Urticaria		
Severe	Angioedema of tong	gue	
	mild Mild	mild Nausea and vomiting Hives Mild Urticaria	mild Nausea and vomiting Hives Mild Urticaria

Authors can input or edit from the <u>Allergies, Intolerance and Failed Trials from Medication Rx</u> and/or the <u>Allergies (Client) screen</u>. It will list the type of allergy ( Allergy, Intolerance, Failed Trial), severity, reactions and comments.

Allergies from CalMHSA Rx also push into this note. It will list severity and reactions.

The Do Not Include in PDF" functionality can be utilized.

#### MEDICATIONS/PRESCRIPTIONS

Current h	Medications	Do not include in PDF				
Consent?	Drug Name	Instructions	Start Date (Fill Date)	Refills	Ordered By	Source
	Invega Hafyera 1,092 mg/3.5 mL intram	Inject 1092 mg intramuscularly once a	5/2/2025 (5/30/2	2.00	Smith, Bonnie	CalMHSA Rx
	aspirin 81 mg tablet	Take 1 tablet by mouth once a day for 3	5/3/2025 (5/13/2	2.00	Smith, Bonnie	CalMHSA Rx
	Acetaminophen	80mg, TbDi, oral 1 each Twice A Day	5/27/2025	0.00	Huang, Delphine	Client Orders
	Bupropion HCl	150mg, SR12, oral 1 each Twice A Day	9/28/2025	0.00	Huang, Delphine	Client Orders

This section will pull prescriptions/medications from <u>Client Orders/Medication Rx</u> or <u>CalMHSA Rx</u> modules. It will only display medications that are active, and the end date has not expired within 1 year. It will include the number of refills and who prescribed the medications.

The "Do Not Include in PDF" functionality can be utilized.

#### HOME MEDICATIONS

Current Self-Reported Medications		Do not include in	PDF	
Drug Name	Instructions	Start Date (Last Writte	Comments	Info Provided By
calamine 3 %-zinc oxide 20 % topical cream	Apply 1 a small amount to skin twice a day as			
risperidone 1 mg/mL oral solution				
lidocaine (PF) 10 mg/mL (1 %) injection solution				
lidocaine (PF) 3.5 % eye gel	Apply 2 drop into affected eye once a day for 1			
risperidone 1 mg/mL oral syringe (FOR ORAL U	. Take 120 mg by mouth twice a day for 10 days	1/1/2018 (4/20/2025)		Patient
albuterol sulfate HFA 90 mcg/actuation aeroso	Inhale 2 vial using inhaler once a day as neede	8/3/2016 (4/24/2025)		PBM/Pharmacy
prednisone 1 mg tablet	Take 5 tablet by mouth for 10 days			

This section will push non-prescribed/home medication from Medication Rx module's "Add Medication" section and CalMHSA Rx module. It will only display medications that are active and the end date has not expired. It will include "Comments" and "Source". The initiated date is displayed here.

The "Do Not Include in PDF" functionality can be utilized

# **ORDERS**

Current Orders - Non-Medications		☐Do not include in PDF	
Type	Description	Date	Ordered By
Additional	5150 - Legal	5/20/2024	Caraveo, Sabrina
Additional	Rx Order	4/14/2025	Huang, Delphine
Additional	5150 - Legal	6/6/2025	Huang, Delphine
Additional	5150 - Legal	8/18/2025	Ngo, Lam
Additional	5150 - Legal	8/5/2025	Ngo, Lam
Labs	pregnancy test (Lab Corp - 83456)	8/19/2025	Caraveo, Sabrina

This section will push non-medication active Client Orders (eg lab, nursing, legal, additional order types) from Client Order screen.

The "Do Not Include in PDF" functionality can be utilized

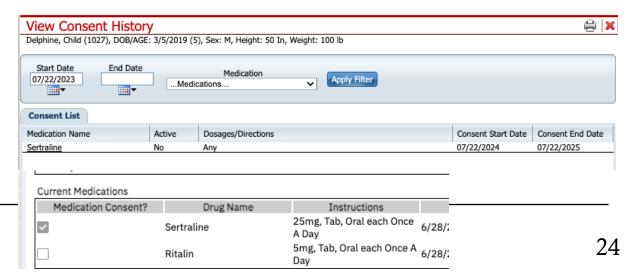
23

## MEDICATION CONSENTS

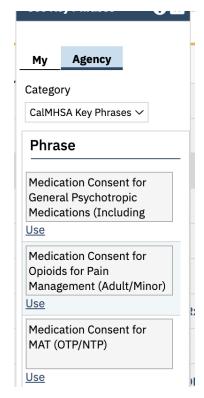
Current Medications					
Medication Consent?	Drug Name	Instructions	Start Date	Refills	Ordered By
~		25mg, Tab, Oral each Once A Day		0.00	Huang, Delphine MD Medical Doctor
	Ritalin	5mg, Tab, Oral each Once A Day	6/28/2024	0.00	Huang, Delphine MD Medical Doctor

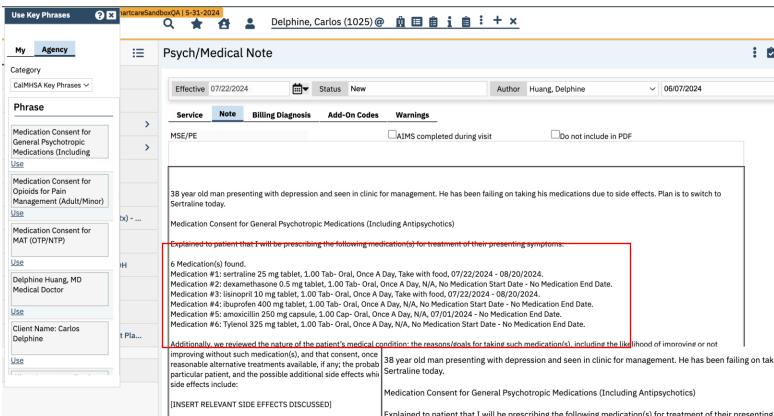
- If verbal or written consent is captured for certain medications, you can check off that you captured this under the medication consent column. We are working to create a report of all client's medication consent history in 2026.
- How to Document Medication Consents within the Psych Medical Note Template or Any Textbox
- If you are a prescriber using Medication Rx, then within Med Rx, the yellow warning will switch to a green checkmark and add to the Medication Consent History.





#### MEDICATION CONSENT KEYPHRASES





[Patient or guardian/parent] verbally indicated understanding

noted above.

Additional Comments (if applicable):

Use vetted Medication Consent Keyphrases to be efficient to document consents. Remove any medications that are not relevant if using CalMHSA's template

38 year old man presenting with depression and seen in clinic for management. He has been failing on taking his medications due to side effects. Plan is to si

Explained to patient that I will be prescribing the following medication(s) for treatment of their presenting symptoms:

Medication #1: sertraline 25 mg tablet, 1.00 Tab- Oral, Once A Day, Take with food, 07/22/2024 - 08/20/2024.

Additionally, we reviewed the nature of the patient's medical condition; the reasons/goals for taking such medication(s), including the likelihood of improving improving without such medication(s), and that consent, once given, may be withdrawn at any time by stating such intention to any member of the treating si reasonable alternative treatments available, if any; the probable side effects of these drugs known to commonly occur, any particular side effects likely to occur particular patient, and the possible additional side effects which may occur to patients taking such medication beyond three months. The patient was advise side effects include:

nausea, diarrhea, constipation, dry mouth, loss of appetite, weight changes, sexual issues

[Patient verbally indicated understanding the nature and effect of the medications noted above and consents to administration of the medication (s) noted above and consents to administration of the medication (s) noted above and consents to administration of the medication (s) noted above and consents to administration of the medication (s) noted above and consents to administration of the medication (s) noted above and consents to administration of the medication (s) noted above and consents to administration of the medication (s) noted above and consents to administration of the medication (s) noted above and consents to administration of the medication (s) noted above and consents to administration of the medication (s) noted above and consents to administration of the medication (s) noted above and consents to administration of the medication (s) noted above and consents to administration of the medication (s) noted above and consents to administration of the medication (s) noted above and consents (s) noted above above and consents (s) noted above above above above above above (s) noted above (

Additional Comments (if applicable):

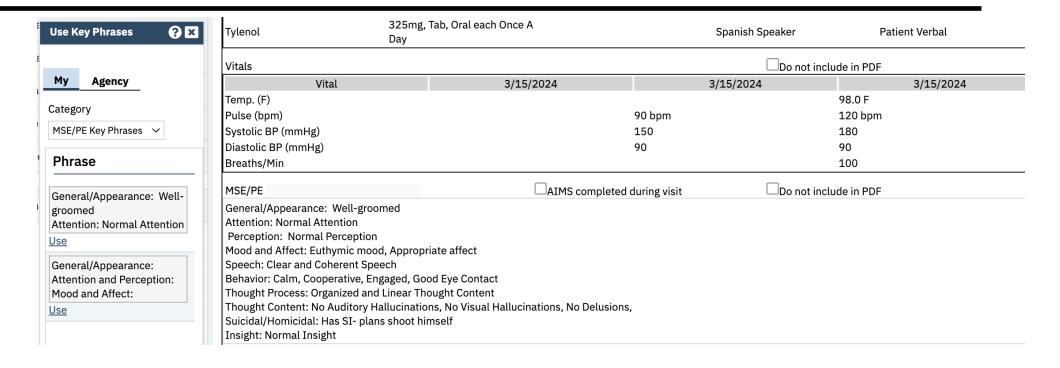
# **VITALS**

Vitals	tals Do not include in PDF				
Vital	3/14/2024	3/12/2024			
Temp. (F)	98.0 F				
Pulse (bpm)	100 bpm	80 bpm			
Blood Pressure	180 / 100 (mmHg)	120 / 80 (mmHg)			
BP Position	Standing	Sitting			
Breaths/Min	20	30			
Oxygen level	100				
Height (in)	60.00 In	60.00 In			
Weight (lbs)	200.00 lb	150.00 lb			
BMI (lbs/in2)	39.06 lbs/in2	29.29 lbs/in2			
Pain Level	5				
Pain Location	Mouth				

This section will pull the last 3 vitals within a CDAG from the "Vitals/Meaningful Use" Flowsheet or "Enter Vitals". This information will refresh the note automatically with any added information. The "Do Not Include in PDF" functionality can be utilized.

**How to Document Vitals** 

## MSE/PE



This is a section that can be used to document the Mental Status Exam or Physical Exam. We **highly recommend creating Key Phrases** to improve efficiency.

The "Do Not Include in PDF" functionality can be utilized.

**AIMS Completed During Visit:** The data collection should be done in the <u>AIMS Assessment Document</u>, and if users mark the checkbox then this information will be displayed on the <u>Client Medical Facesheet</u> This checkmark will NOT be retained for the subsequent note.

#### DIAGNOSES AND PROBLEMS LIST

- This section captures the <u>client's diagnoses</u> and <u>problem list</u> from any programs that are within the same CDAG. The active diagnosis captured by <u>Diagnosis Document</u> is included in the diagnosis sub-section. Also, any problems that are documented in the <u>Client Problem List</u> are demarcated in the <u>Problem's subsection</u>.
- Any common ICD10s are grouped together.
- The date represents the most recent entry for that ICD10 code.
- You can checkmark the issues that were addressed at the visit.
- Any selection will NOT retain its checkmark for the subsequent note.

ctive Diagnoses (D) and Prob	lem List (P) within Program		☐Do not include in	n PDF
Addressed Today?	ICD10	Description	Date	Program
iagnoses				
	F41.0	Panic disorder	3/13/2024	MH Access
	F32.A	Depression, unspecified	3/12/2024	MH Adult Outpatient
oblems				
7	Z59.01	Sheltered homelessness	3/14/2024	MH Adult Outpatient

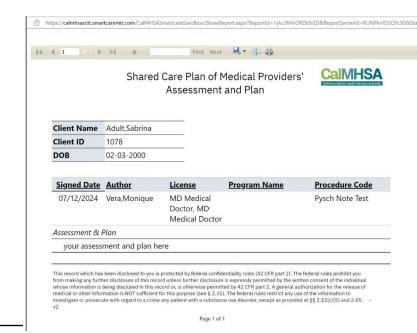
## ASSESSMENT AND PLAN

* Assessment and Plan	CURES reviewed during visit	Add to Shared Care Plan
38 year old man presenting with depression and seen in clinic sertraline today.	for management. He has been failing on taking his	medications due to side effects. Plan is to switch to
Medication Consent for General Psychotropic Medications (Inc	luding Antipsychotics)	
Explained to patient that I will be prescribing the following med	dication(s) for treatment of their presenting sympt	toms:
Medication #1: sertraline 25 mg tablet, 1.00 Tab- Oral, Once A	Day, Take with food, 07/22/2024 - 08/20/2024.	
Additionally, we reviewed the nature of the patient's medical co	ondition; the reasons/goals for taking such medica	ation(s), including the likelihood of improving or not

- This section can be used to capture the Assessment / Plan.
- The "Delete From Note" functionality is available.

#### CURES + ADD SHARED CARE PLAN

- **Documentation of CURES** being reviewed can be checked. This information will be displayed on the Client Medical Facesheet. This checkmark will NOT be retained for the subsequent note.
- Add to Shared Care Plan: This is optional, as we are still building out a future-state Shared Care Plan/Treatment Plan to be more collaborative and efficient in data collecting and data sharing.
  - The goal is that for facilities that use a shared care plan or treatment plan, individual's plans can feed into the document to reduce the need for double entry.
  - For now, if the box is checked, this saves to the <u>Shared Care Plan Report</u> which is a compilation of individual's psych medical note's A/P sections to facilitate ease of reading of all provider's A/Ps

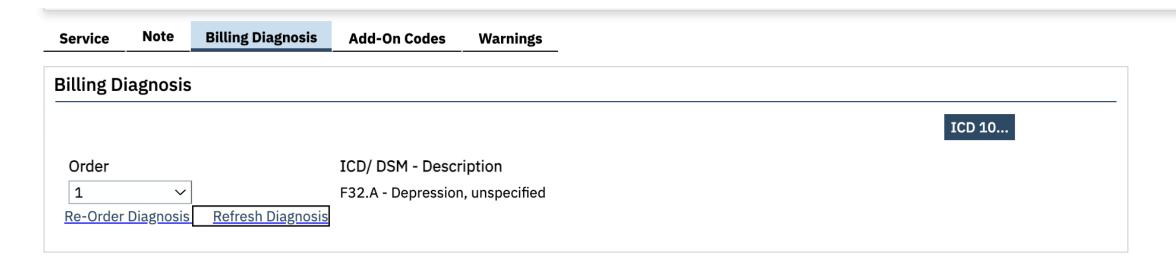


#### ADDITIONAL INFORMATION

This section is a flexible section for authors to capture information that does not fit in any above section but should be included. (For example: attending attestation, client's timeline within the program, family conversations, follow-up information). The "Delete From Note" functionality is available.

Additional Information	☐Do not include in PDF			

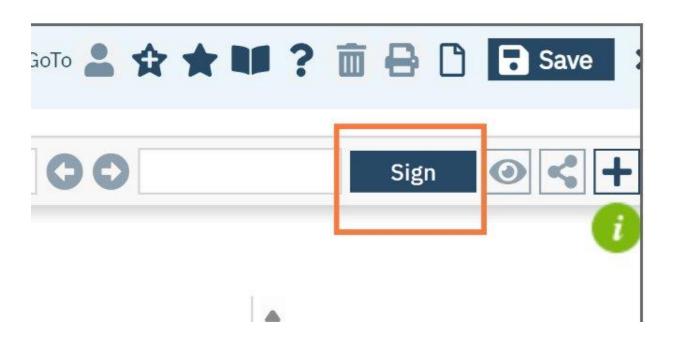
#### BILLING DIAGNOSIS



- Autopopulates from Diagnosis Document and is program specific
- No change in functionality here, as previously done.

#### COMPLETING NOTE

- Sign note by clicking on "Sign"
- Review PDF



# Amend, Assign Co-signer and Proxy/Reviewer Functionality

- How to Amend a Signed Document
- How to Add a Co-Signer to a Document
- Various Proxy Roles Functionalities
- Reviewer Process Add On for End Users
- Reviewer Process Add On for Supervisors and Reviewers

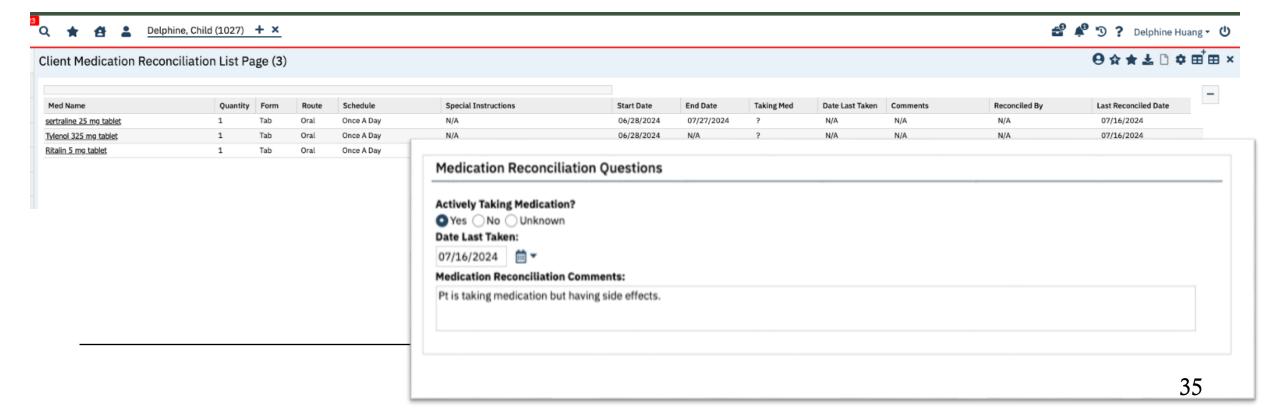
# OTHER MEDICAL WORKFLOWS

- Medication Reconciliation/Adherence
- Discharge/Aftercare Summary
- Assigned Documents
- Key inpatient/CSU Specific Screens

# MEDICATION RECONCILIATION

Nursing/ medical staff can use this screen capture if a patient is taking medications or not. It will pull current medications or expired medications within last 1 year.

How to Complete a Medication Reconciliation



#### DISCHARGE/ AFTERCARE SUMMARY

How to Get a Summary of Care - very extensive details

How to Complete the Discharge Instructions - pt focused

How to Complete the Discharge Summary- Text with some medical data

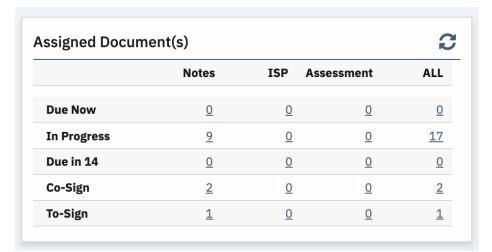
<u>How to Create the Aftercare Discharge Summary Medical Report</u> includes the Discharge Summary's text + medical relevant information (including changes to medications), can be used for patients and/or transfer of care to other providers.

#### ASSIGNED DOCUMENTS

Use this to see what to-do's you may need including outstanding notes /documents under Assigned Documents Widget on the provider dashboard.

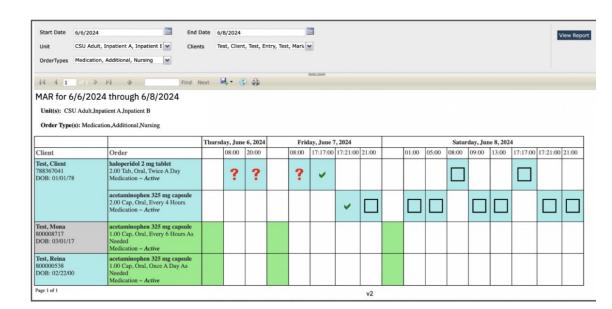
You can view any document that you are the author under:

**How to View Your Documents** 



#### INPATIENT SPECIFIC DOCS

- Inpatient Comprehensive List
- CSU Guides
- CalMHSA 113 Inpatient/CSU Client Face Sheet Report (My Office)
- CalMHSA MAR Report
- Medication Reconciliation
- Shift/Rounding Report
- Nutritional Screening
- Personal Effects Inventory



Census for	CSU-Adult, IP-A, IP-B											
Unit/Bed	Client Name	Admit Date	Р	recautions	Legal/Pending Orders	Observations	Care Team	Coverage	Flags			
IP-B 217A Psychiatric Inpatient Day - Adult	Client Test 788367041 DOB: 01-01-78 Age: 46	04/06/24 LOS: 8	*	В		Q30m Safety Check		DMH From: 03/02/24 To: NO END	Client Diagnosis Update Due: 04/09/24 Client Information Due: 04/16/24			
IP-B 219A General Inpatient - Admin Day	Entry Test 758277000 DOB: 07-04-82 Age: 41	04/02/24 LOS: 12	*	U	5270-30 Day Cert Start: 04/14/24 13:36 End: 05/14/24 23:59 Pending at Lab: 1 Pending Review: 0	Diet Type Diabetic Other (add comments) Pureed Food Preference: Vegetarian	Heidi Allen Glen Xiong John Sawyer Panfilo Ibarra	DMH From: 12/01/23 To: NO END Managed Care-Aetna (601) From: 12/01/23 To: NO END MH County Funds From: 12/01/23 To: NO END				
IP-A 204A Psychiatric Inpatient Day - Adult	Mariana Test 800000128 DOB: 03-03-93 Age: 31	04/10/24 LOS: 4	*	S		Diet Type Cardiac/Low Sodium Diabetic		2	Client Diagnosis Updat Due: 04/11/24 Client Information Due: 04/18/24			

This record which has been disclosed to you is protected by federal confidentiality rules (42 CFR part 2). The federal rules prohibit you from making any further disclosure of this record unless further disclosure is expressly permitted by 42 CFR part 2. The federal rules prohibit you from making any further disclosure of this record unless further disclosure is expressly permitted by 42 CFR part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose (see § 2.31). The federal rules restrict any use of the information to immedigate or prosecute with regard to a crime any patient with a substant entity at substant entitle entities at substant entitle entities at substant entities at subst