Consents and Referrals

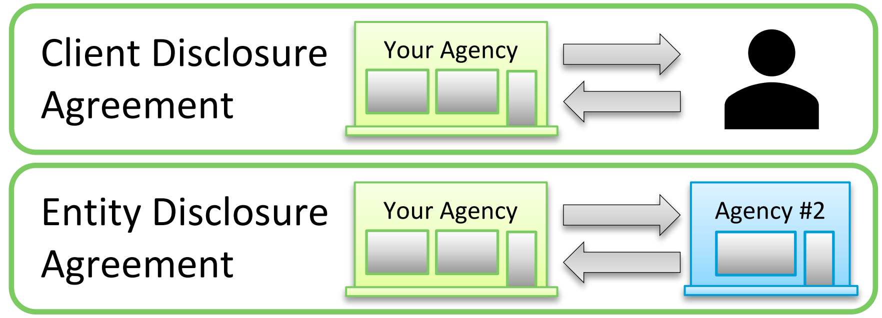
Referrals and consents are frequently completed together. This Tip Sheet describes the complete processs, from creating a Consent Disclosure template, to preparing a consent, to referring a client and finally, accepting a client referral.

Table of Contents

Consents

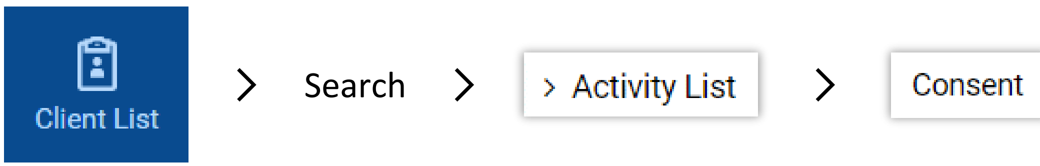
A **Client Disclosure Agreement (Consent)** is required before sharing information with any other entity and is between one client and one entity (such as your agency).

In addition, there is another type of **Disclosure Agreement** in UWITS which is called an **Entity Disclosure Agreement** (also called **Agency Disclosure Domains**). These are optional and are between your agency and another entity (such as another agency). They act as templates that can simplify creation of **Client Disclosure Agreements**.



Consents are required before sharing any information about a client with anyone outside the agency.

Note: Consenting to IGS for a UCE requires both Consent and a Referral.



Begin by navigating to the Client List. Search for the Client then click on Activity List then Consent. The Client Consent List screen shows previously created Consents for the client.

Create a New Client Consent Record

Once it has been determined that a new consent is needed, click on **+ Add New Client Consent Record** at the top left of the Client Consent List screen.

There may be several consents already on record. Will an existing consent suffice? Ensure that it has not been revoked. If it has been revoked, it will be noted in the **Status** column.

Client Consent List

+ Add New Client Consent Record

Start Date	Disclosed To	Status	Signed?
4/1/2014	FEI Testing - Provider Agency	Active	Yes
8/11/2014	Administrative Agency	Active	Yes
7/26/2012	Fourth Street Clinic	Active	Yes
7/1/2012	Fourth Street Clinic	Active	Yes
7/1/2009	SLCo Outreach Unit	Active	Yes
7/14/2009	Asian Association	Active	Yes

Completing the Client Disclosure Agreement

Easy Button

There are two methods for completing a **Client Disclosure Agreement (Consent)**. The simplest option is to fill in each box. However, there is a faster way. Your Navigator can setup a template in advance. These templates are called an **Entity Disclosure Agreement**. See page 19 for instructions to create one of these handy templates.

Once setup, template options will be available in the **Entities with Disclosure Agreements** drop-down box.

Selecting a template will automatically fill several boxes. These may include **System Agency**, **Disclosed to Agency**, **Facility** and **Disclosure Selection** boxes.

Whether selecting a template or filling in each box manually, for the Consent to be complete, all of the following boxes must be filled in:

(1) Select the agency to which client information is to be shared in the **Disclosed to Agency** box.

(2) If the agency is not listed then select **No** from the **System Agency** box then enter the name of the agency (or other entity) in the **Disclosed To Entity (Non System Agency)** box.

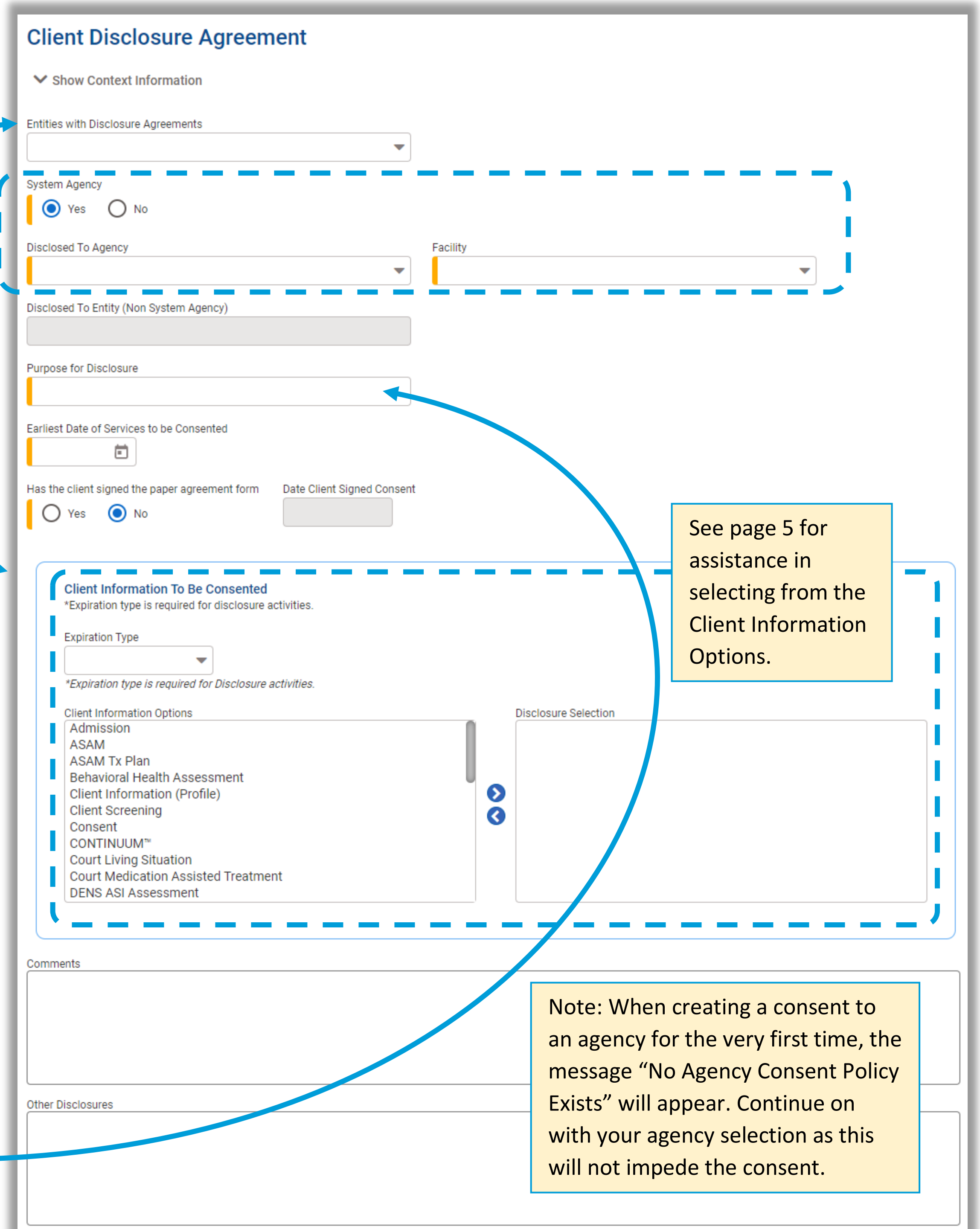
(3) Select the name of the facility (or select All Facilities) in the **Facility** box.

(4) Select an **Expiration Type** for each, adding any other required criteria.

(5) Carefully select the relevant **Client Information Options** and then use the > button to move to the **Disclosure Selection** box.

Skip to Here

Enter the **Purpose for Disclosure**.

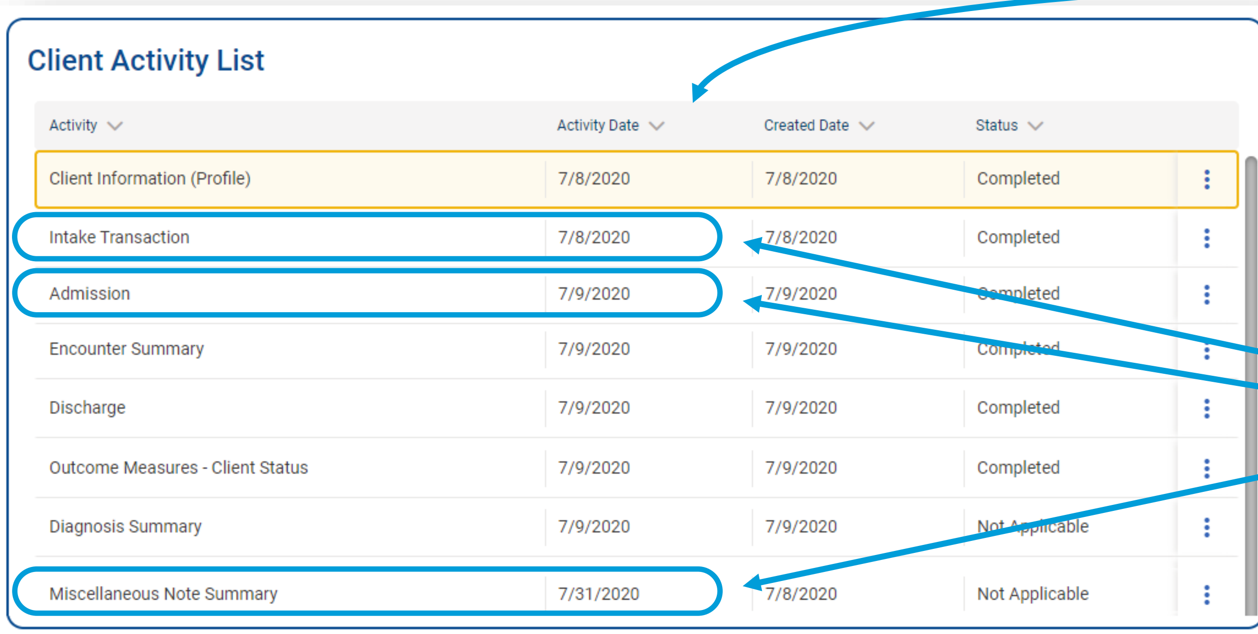


See page 5 for assistance in selecting from the Client Information Options.

Note: When creating a consent to an agency for the very first time, the message “No Agency Consent Policy Exists” will appear. Continue on with your agency selection as this will not impede the consent.

Selecting the Correct Dates

The **Earliest date of services to be consented** defaults to the current date; however, select this date carefully! <u>This date must be the date of the **earliest** activity to be consented.</u>



Client Activity List

Activity	Activity Date	Created Date	Status
Client Information (Profile)	7/8/2020	7/8/2020	Completed
Intake Transaction	7/8/2020	7/8/2020	Completed
Admission	7/9/2020	7/9/2020	Completed
Encounter Summary	7/9/2020	7/9/2020	Completed
Discharge	7/9/2020	7/9/2020	Completed
Outcome Measures - Client Status	7/9/2020	7/9/2020	Completed
Diagnosis Summary	7/9/2020	7/9/2020	Not Applicable
Miscellaneous Note Summary	7/31/2020	7/8/2020	Not Applicable

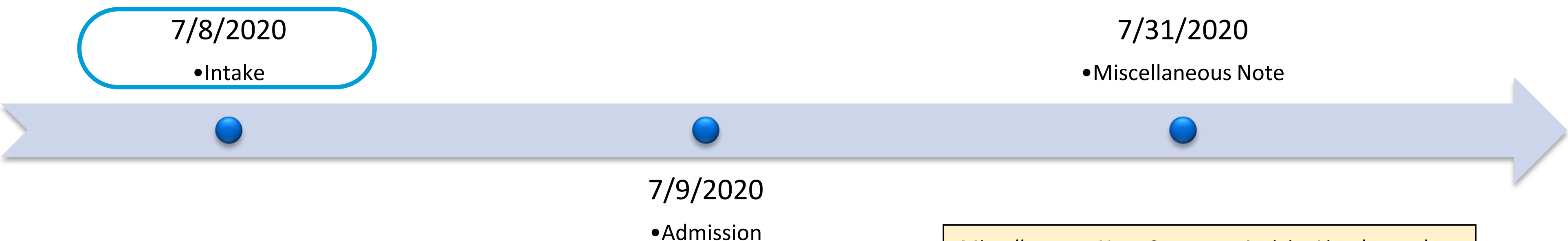
It may be helpful to sort the **Activity List** in order by Activity Date by clicking on the column header for that column until the triangle indicator points downward.

Example Dates

For example, the Intake, Admission, and Miscellaneous Note for a client need to be consented to the Administrative Agency.

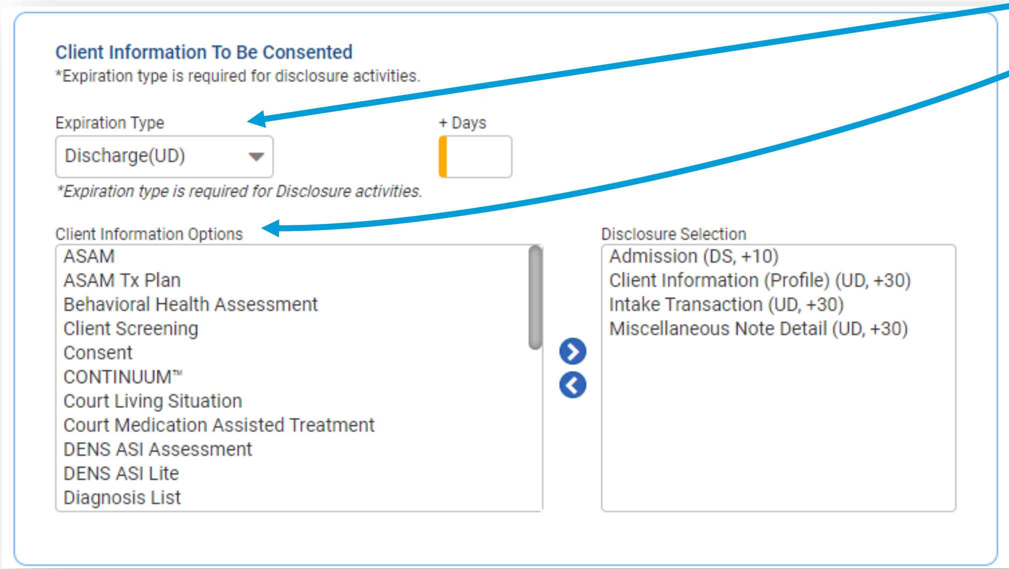
- Intake dated 7/8/2020
- Admission dated 7/9/2020
- Miscellaneous Note Summary dated 7/31/2020

Therefore, the **Earliest date of services to be consented** must be 7/8/2020 for the agency to see the intended information.



Miscellaneous Note Summary Activity List shows the most recent Misc Note date.

Encounter Note Summary are listed the same.



Client Information to Be Consented

The box labeled **Client Information Options** shows client information that can be shared. As these options are selected, an expiration date must be associated with each option. An **Expiration Type** may be selected to determine when each **Client Information Option** expires.

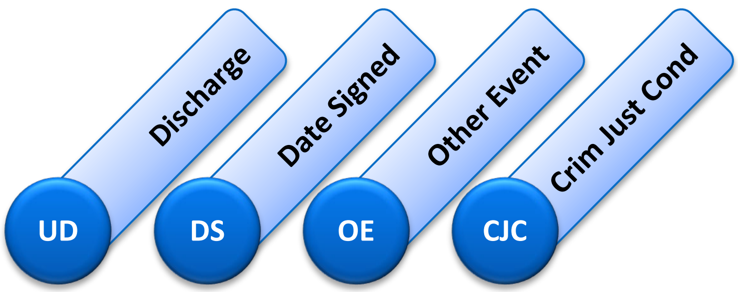
Click on the **Client Information Options** to be shared with the agency. You may hold the Ctrl key to select multiple Client Information options at once.

Then select the appropriate **Expiration Type** from the drop down box for the selected **Client Information Option** (or options) from the box. Click on the > button to move the selections to the **Disclosure Section** box.

To consent the signed note portion of a **Miscellaneous Note** or a **MH Encounter Note** then **Allow Disclosure** must equal **Yes**.

To consent the signed note portion of an **SUD Encounter Note** then **Release This Note?** must equal **Yes**.

Otherwise, only the Profile information for the note will be consented.



Expiration Types

The most common **Expiration Types** are **Discharge** and **Date Signed**.

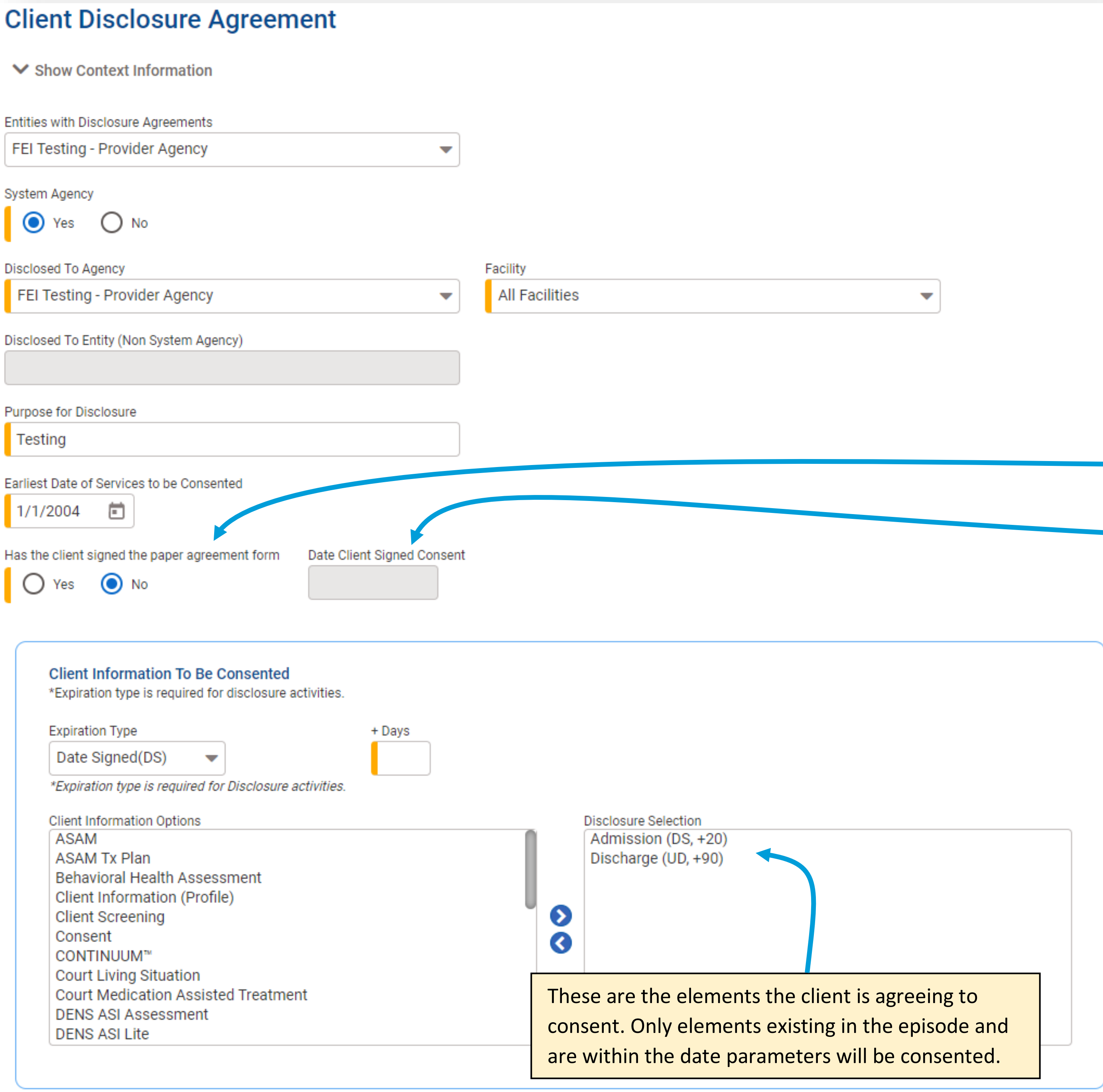
When **Discharge** is selected, the consent will expire based on the date of discharge plus the number of days entered. To select expiration on the day of discharge itself, enter zero for **+Days**. **UD** stands for upon discharge.

When **Date Signed** is selected, the consent will expire based on the Consent Date plus the number of days entered. **DS** stands for date signed.

Alternative Expiration Types

Other Event – The consent will expire based on the specific event. The user must specify the date of expiration. The user must give details of the specific event in the **Description** box. **OE** stands for other event.

Criminal Justice Conditions – The consent expires based on a pre-determined expiration date associated with the Criminal Justice System. The user must enter in the **Description** box. **CJC** stands for Criminal Justice Conditions.



Preparing the Paper Form for Signature

Data **must not** be transferred until the paper form has been signed and filed.

1. To capture a signature, first click on the **Save** button to save the consent.
2. Next, click on the **Generate Report** link at the top, right side of the screen.
3. Once the client has signed the paper agreement form then select **Yes** from the box labeled **Has the client signed the paper agreement form?**

Finally, enter the date that the client signed the agreement form.

Until these fields are completed, the consented information will not be available to view.

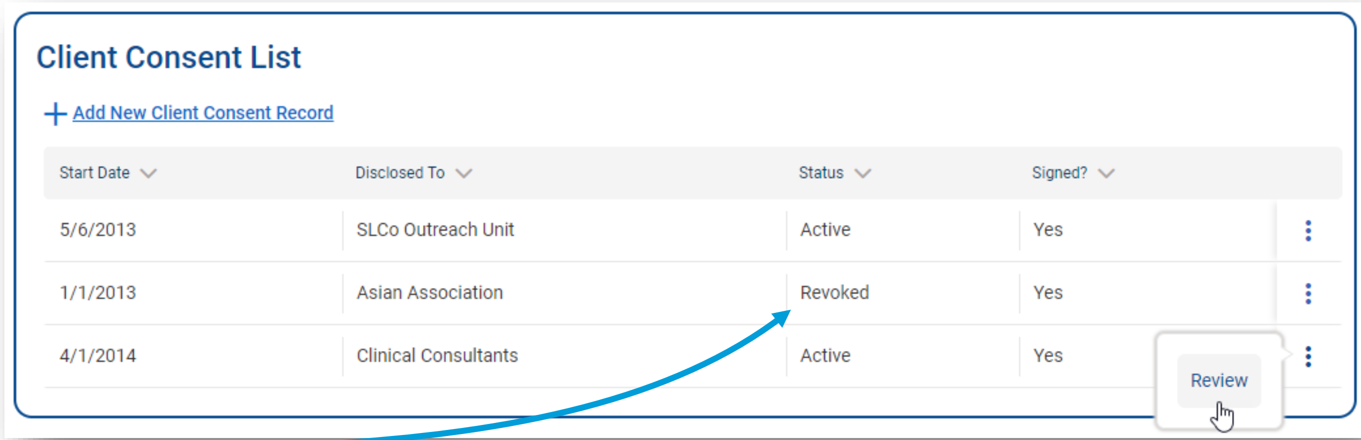
Click on the **Save** button to save the consent.

After clicking **Finish**, the screen is grayed out and nothing can be added or deleted from the **Client Disclosure Agreement.**

Revoking a consent ends all further sharing.

Revoking a Consent

A client may revoke a Consent at any time prior to its expiration. Navigate to the **Client Consent List.** Hover over the action button (⋮) then click on **Review.**



Click on the **Revoke** button at the bottom of the Client Disclosure Agreement screen.

The status of the consent will change to **Revoked** in the Activity List.

Revocation is not retro-active. Whatever was already shared between agencies prior to revocation is not subject to non-disclosure.

Revoke cancels further information from being consented but doesn't remove the information already consented.

Tip! The date that you revoke a consent is called the **Revoke Date**. Revoking a consent ends the sharing of data which is dated on or after the **Revoke Date**. However, revoking the consent does not necessarily end sharing of all data.

Newly added instances of any of the elements included in the **Disclosure Selection** box will be shared if they are dated between the **Earliest Date of Services to be Consented** and prior to the **Revoke Date** even if they are not entered into UWITS until after the **Revoke Date**.

Please note that the **Revoke Date** is not displayed in UWITS. However, you can access this date via the SSRS Reporting module.

Viewing Consents from Outside Agencies

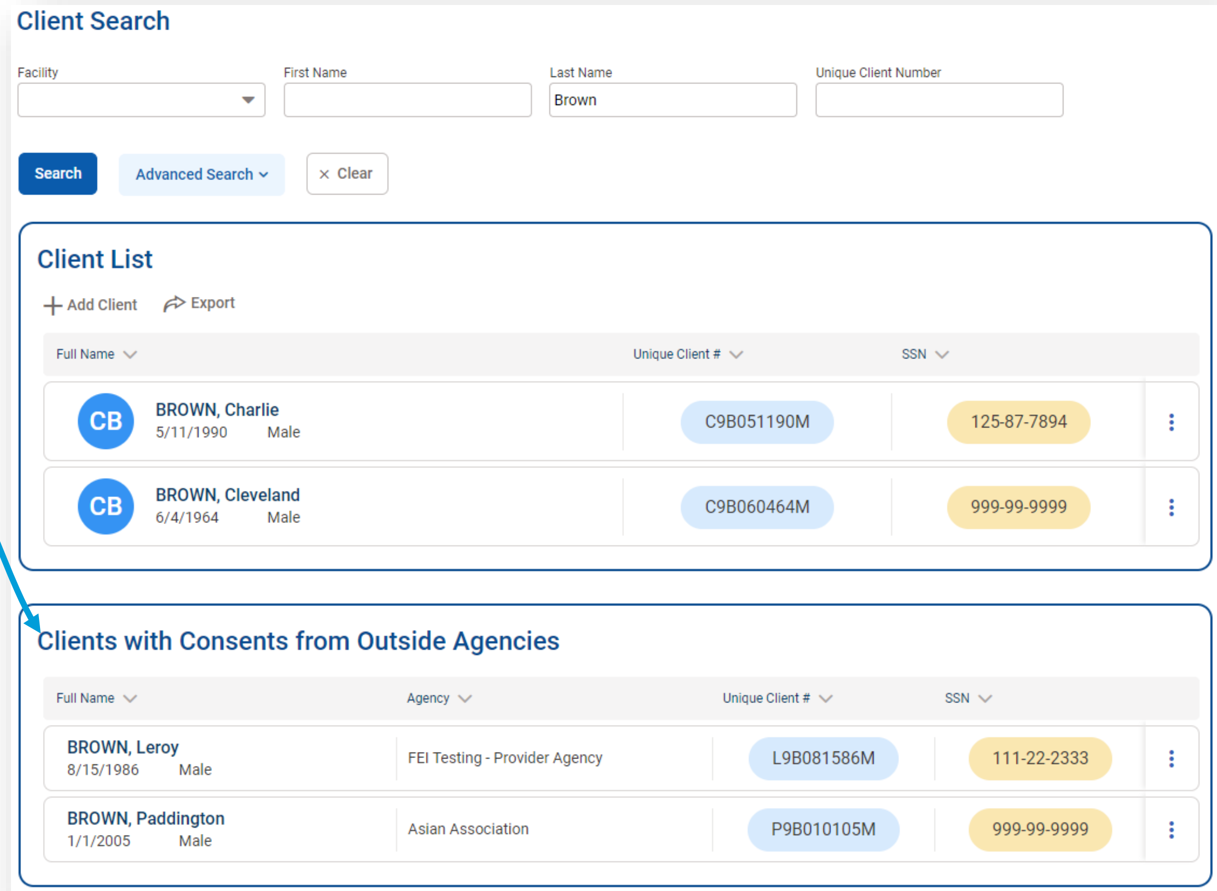
When a client has been consented to your agency, review their consented activities by searching for the client at the **Client Search** screen.

To enable this ability, a user must be assigned the **View Consented Clients** role.

Below the Client List box there is an additional box labeled **Consents from Outside Agencies**.

Find the relevant client then hover over the action button (⋮) and click on **Activity List** to view the consented information.

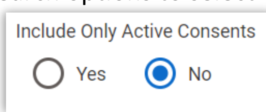
Each agency's consented activities must be viewed separately.



To Link a Consent

To link the consented information to an existing client, hover over the action button (⋮) and click on **Link.**

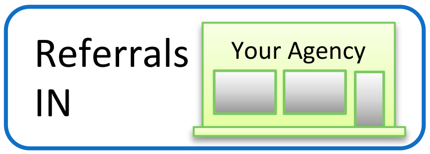
Tip! Use the Advanced Search options to select where to include only active consents in the search results.



Referrals

Referral records are viewable by both the sending and the receiving agency. That same record is found on different screens, depending on the perspective of your agency:

The agency making the referral is referring a client OUT to another agency. This action is accessible from the **Activity List**.



The agency accepting the referral is accepting the referral IN to the agency. This action is completed in the **Agency** section of UWITS.

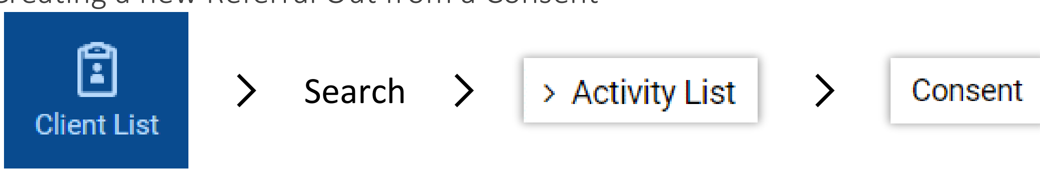
Referrals Out

Before beginning, all referrals to another agency require that a Client Disclosure Agreement (Consent) be completed and signed by the client before an agency can share any information about the client with anyone outside the agency. See page 2 for more information.

There are three methods for creating a Referral Out:

- Create a new Consent then create a Referral from that,
- Create a new Referral from an existing Consent, or
- Create a new Referral and select to use an existing Consent.

Creating a new Referral Out from a Consent

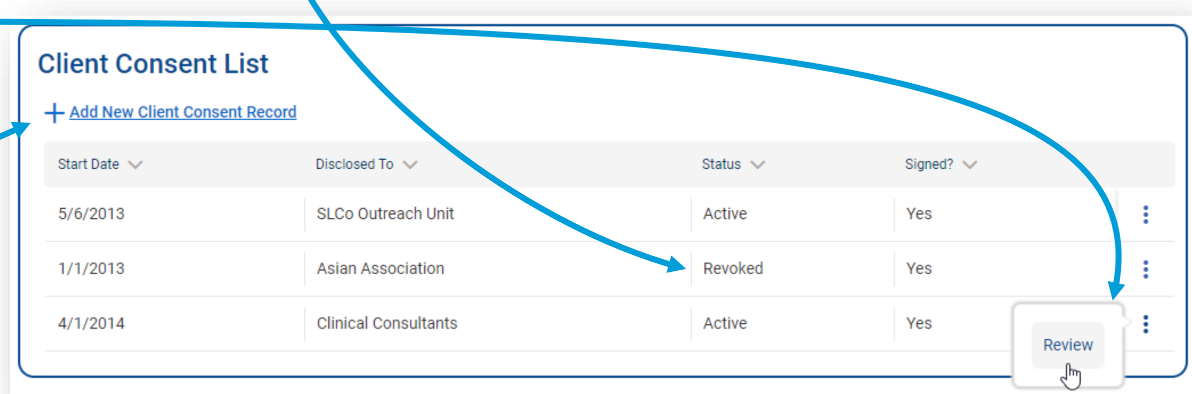


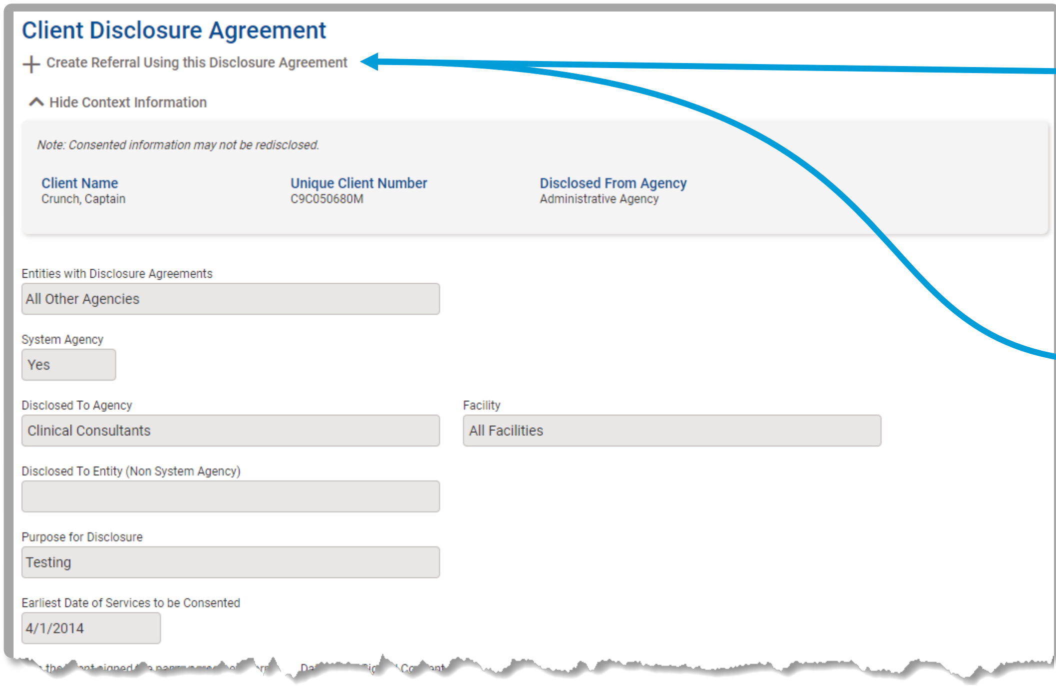
Navigate to the **Client List**, search for the Client then click on **Activity List** then **Consent**. The **Client Consent List** screen shows previously created Consents for the client.

Before using an existing Consent, ensure that it has not been revoked by checking the **Status** column. Revoked consents will have a status of **Revoked**.

To use an existing Consent, Hover over the action button (⋮) then select **Review**.

To create a new Consent, click on the link **+ Add New Consent Record** and follow the instructions on page 3.





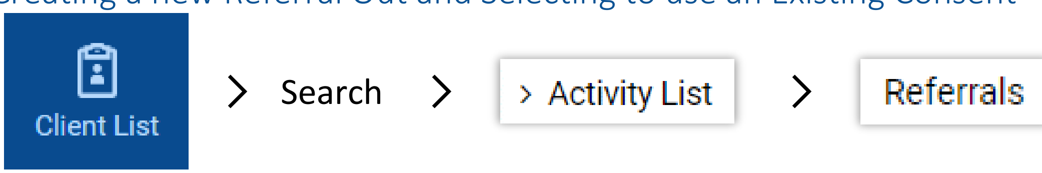
Once a Consent has been created and signed, clicking on the link **Create Referral Using this Disclosure Agreement** will create a **Client Referral** using the details on the Consent screen, pre-populating many of the fields.

This also works for previously created consents. Identify the correct Consent at the **Client Consent** list. Hover over the action button (⋮) then select **Review.**

Finally, click on the same link as above, **Create Referral Using this Disclosure Agreement**, to create a **Client Referral**.

Skip to page 11 for instructions on how to fill-in the Referral screen.

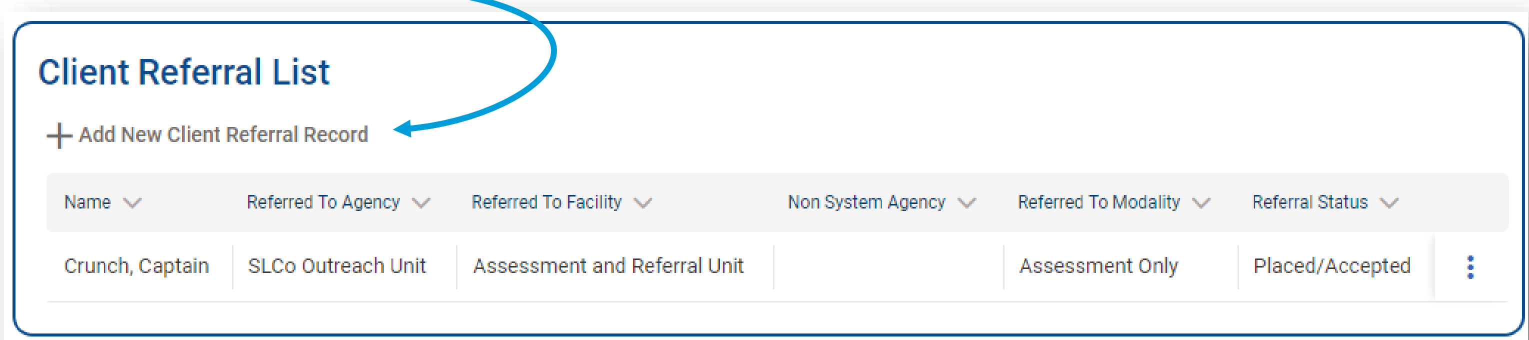
Creating a new Referral Out and Selecting to use an Existing Consent

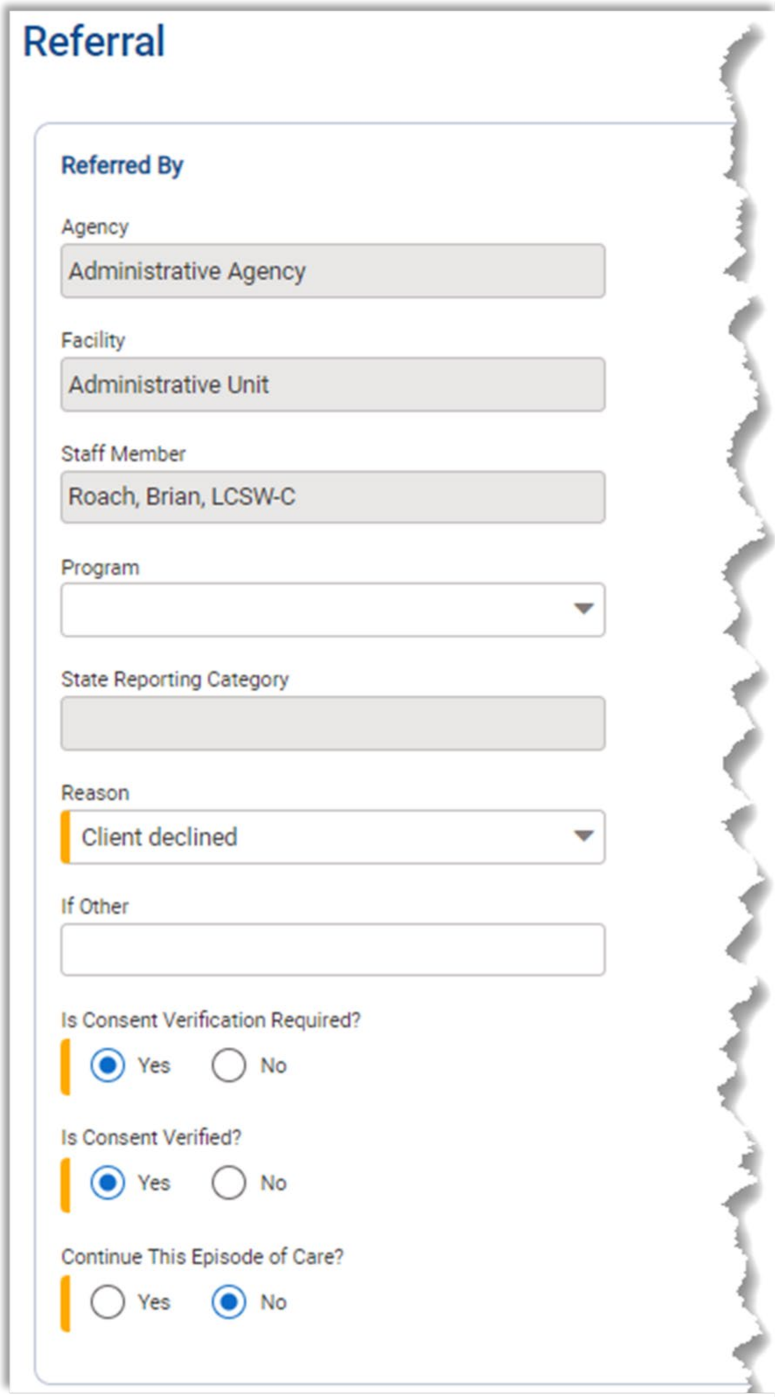


To create a new Referral Out, navigate to the Client List, search for the Client then click on Activity List and finally, click on Referrals.

Click on the link **+ Add New Client Referral Record**.

The next screen that appears will be the **Referral** screen.





The Referral Screen

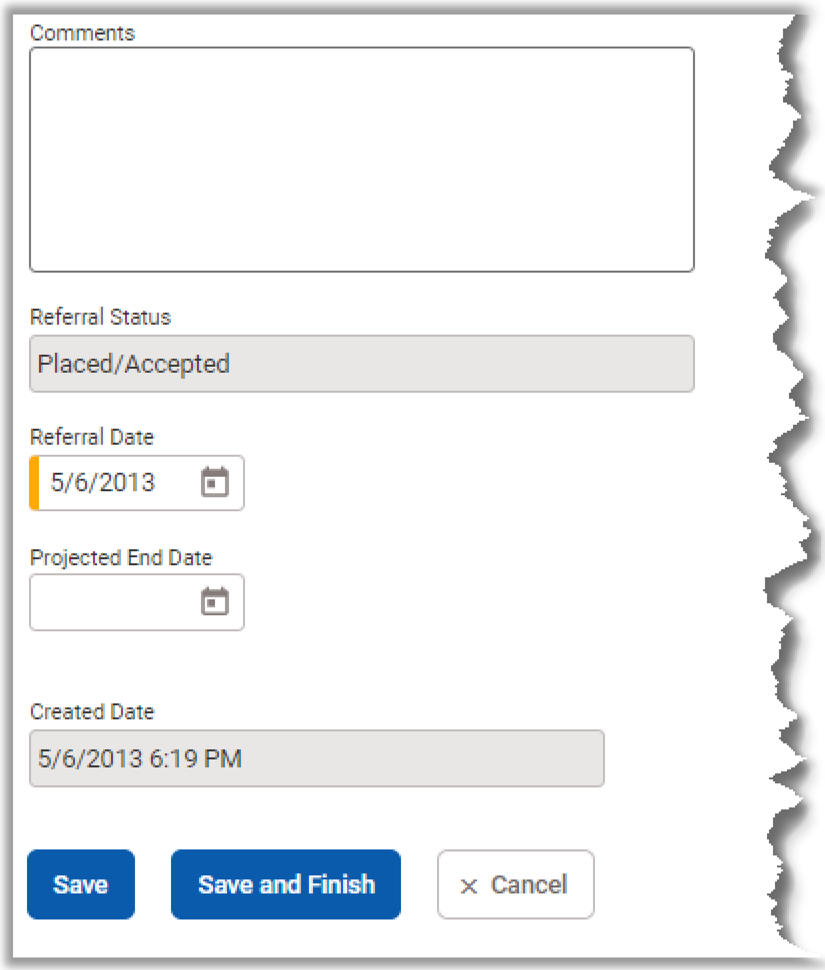
Complete all required fields.

Referred By

Agency, **Facility**, and **Staff Member** will be pre-populated and marked read-only.

- Completing the **Program field** is only required when **Continue This Episode of Care** is **Yes**.
- At the **Reason** drop-down box, select the reason that the client is being referred to this agency.
- Client consent verification is **always required**. Select **Yes** from the **Is Consent Verification Required?** drop-down box. Once the client's consent has been verified, also select **Yes** from the **Is Consent Verified?** drop-down box.
- Will the episode of care be continued? Select either **Yes** or **No** from the **Continue This Episode of Care?** drop-down box. If **Yes**, the client must be enrolled in a program. Note: *Enter "No" for request of Unique Client Eligibility (UCE) from IGS.*

Tip! It is wise to keep an eye on the radio buttons at the left side of the screen to ensure that the selected values remain constant when moving through this screen.



Additional Referral Details

The **Comments** field is a two-way window. Once the client **Referral** has been saved, any comments can be seen by the facility to which the client is being referred.

Referral Status is auto-populated with"Referral Created/Pending" and **do not change**. This is for the receiving entity to track internally.

Update **Referral Date** and **Projected End Date** as needed.

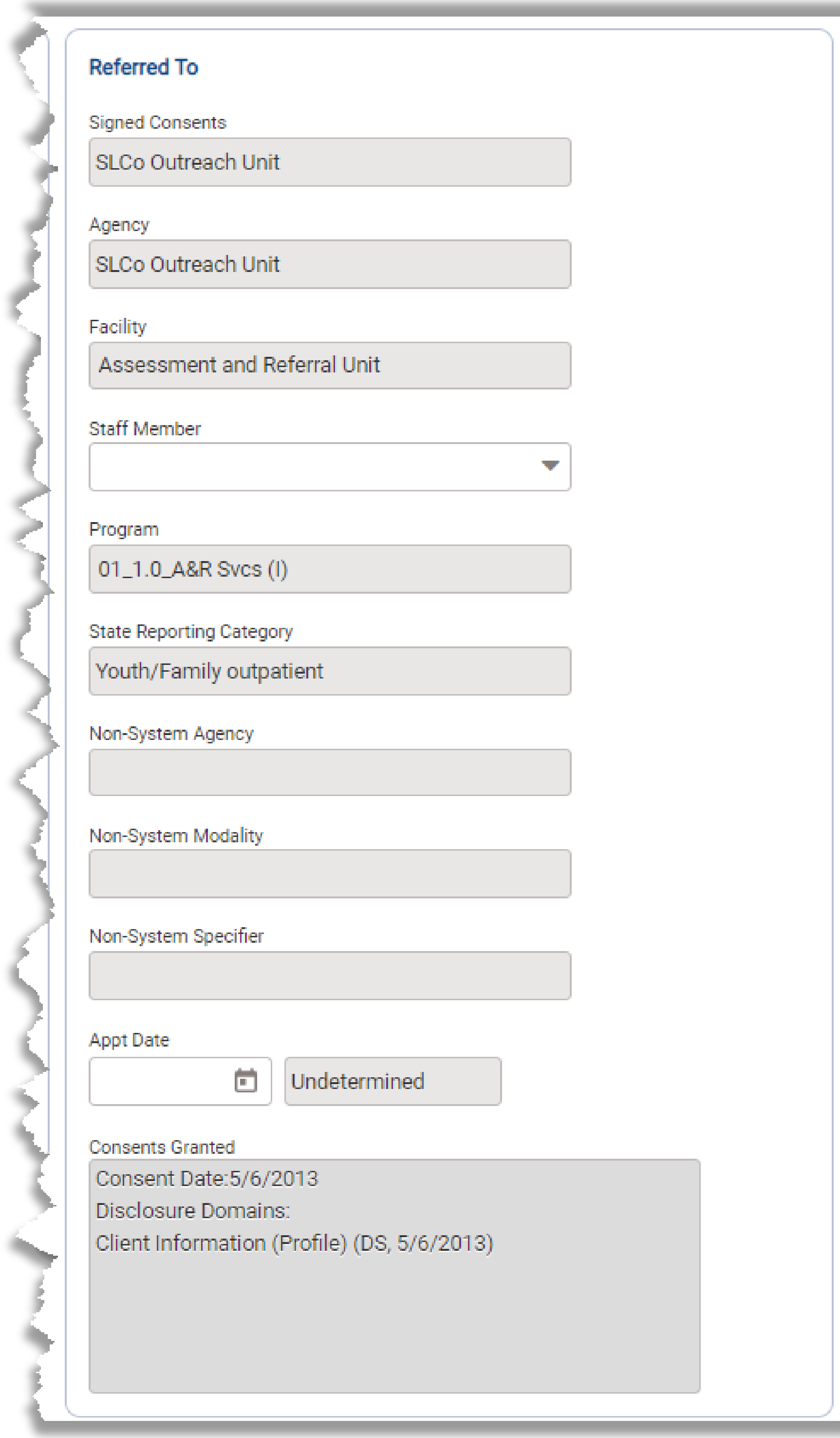
The Agency to which the client is being referred will appear at the Agency's **Referrals In** screen.

Referred To

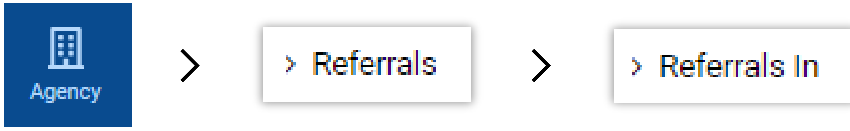
Select the relevant item from the **Signed Consents** drop-down box, after which **Agency** and **Consents Granted** will be filled in and marked Read Only. Select the relevant **Facility** and **Program** from the drop-down boxes.

An Appointment Date can be added to the **Appt Date** field.

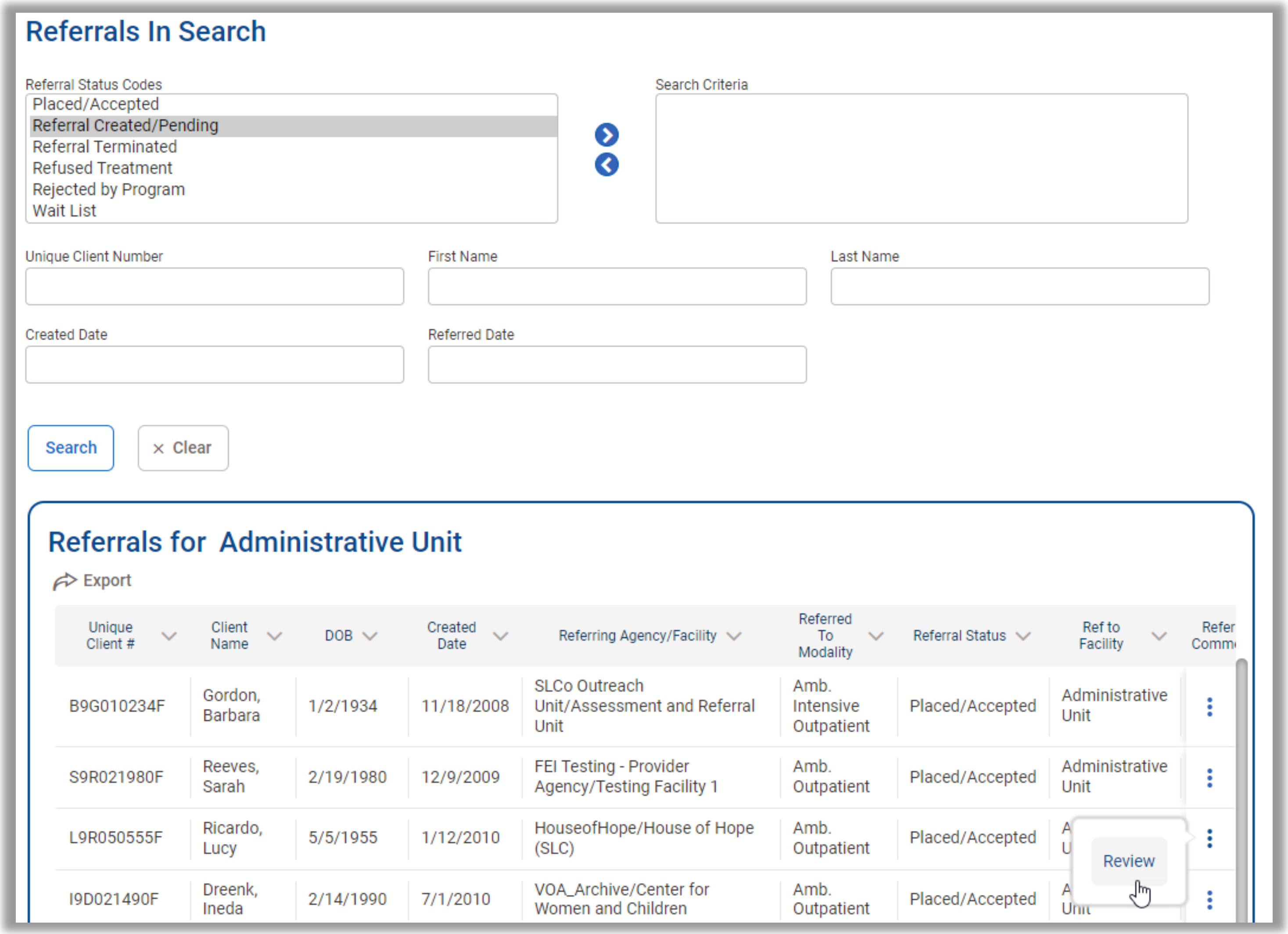
> When referring to a **Non-System Agency**, enter the name of the Agency into the text box. If so, **Modality** and **Specifier** are also required.



Referrals In

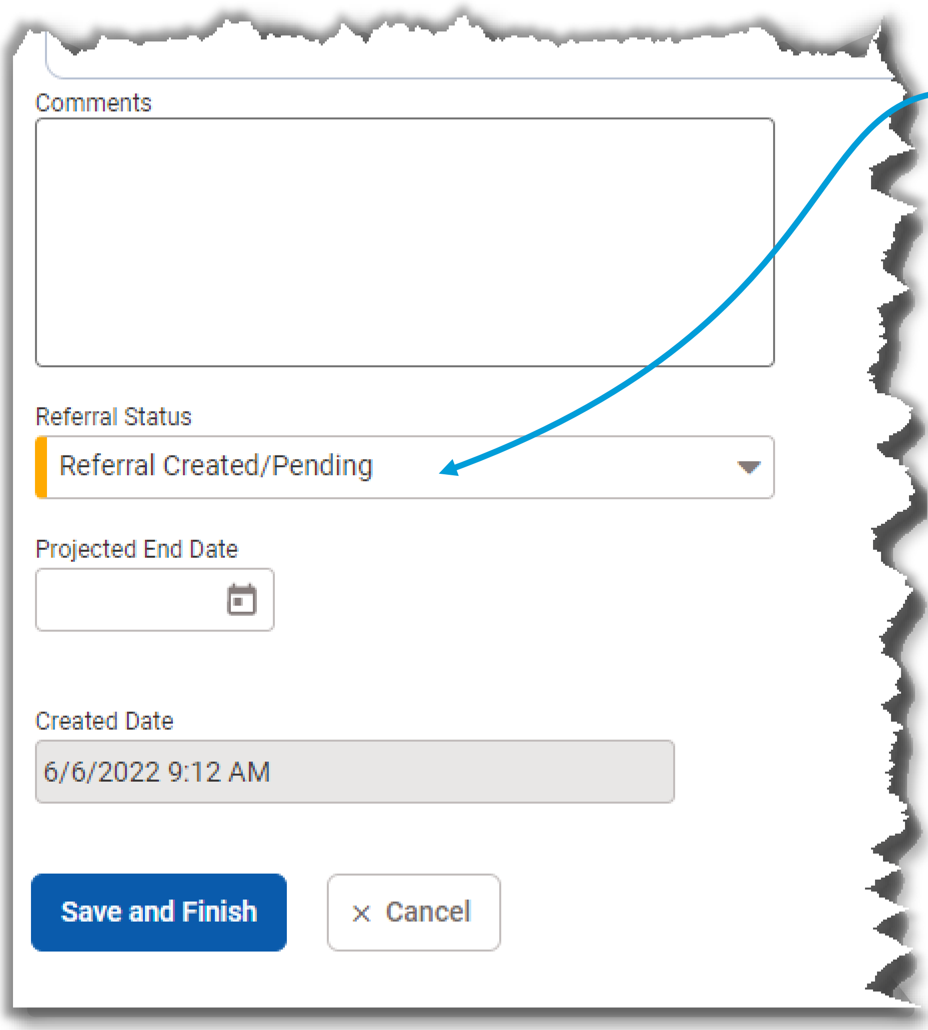


Start at the Agency section to manage client referrals into your agency. Click on **Agency** at the Navigation bar to the left, then select **Referrals**. Next, select **Referrals In**.



To search for referrals, select the desired **Referral Status Codes** and move them to the **Search Criteria** box using thebutton. Alternatively, use the **Search Criteria** boxes, such as Client ID, Create Date, Referred Date, First Name and Last Name. Then click the **Go** button.

This will show a list of clients referred into your facility with the selected status code(s) or search criteria. To view a referral, hover over the action button (⋮) then click **Review**. This will show the **Referral** screen, including the shared Comments field.

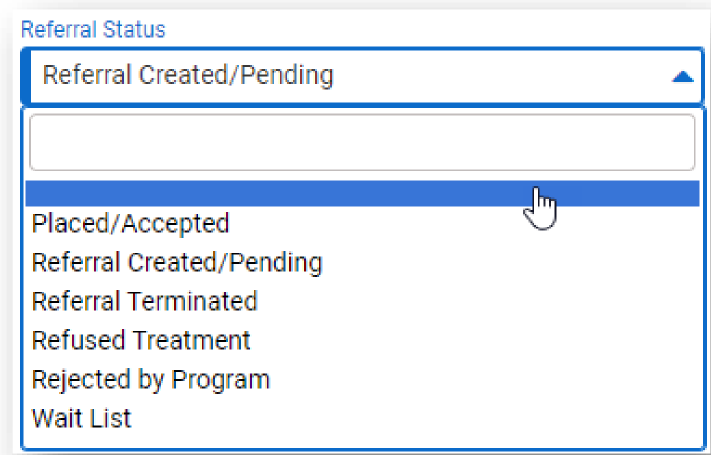


To accept a referral, under **Referral Status** select **Placed/Accepted**.

Once **Referral Status** has been set to **Placed/Accepted** and then saved, it will be grayed out and can no longer be modified.

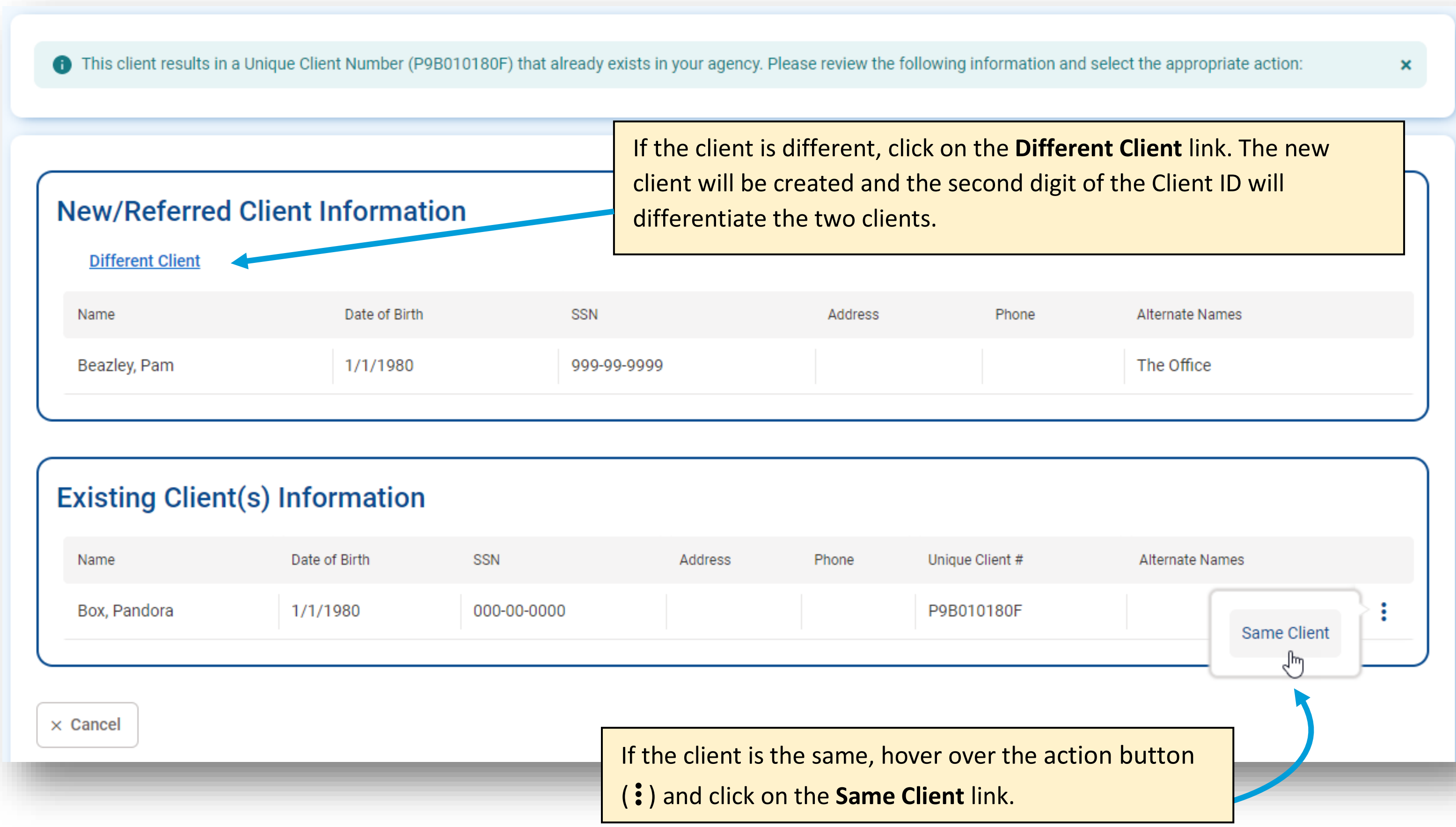
An Appointment Date can be added to the **Appt Date** field.

Alternatively, another **Referral Status** may be selected. There are several to choose from. Any of these can be modified later.



To view the information the referring agency agreed to share, check the **Consents Granted** box. Please note, watch for a scroll bar in this box. Scroll down to see the complete list, if needed.

Click the **Finish** button.

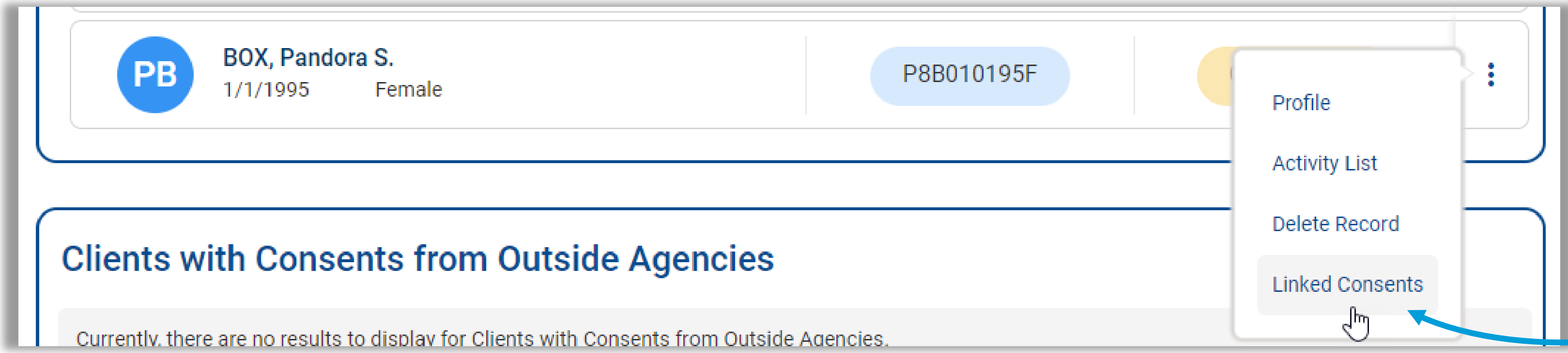


After clicking the **Finish** button, ordinarily UWITS will copy the profile information into your agency, then will display the Client Profile screen. Follow your agency procedures for verifying the client data.

However, when a client being referred to your agency has the same first and last initials, date of birth and sex as a previously existing client at your agency, a warning message will be displayed. Determine whether the new client is the same or different than the existing client.

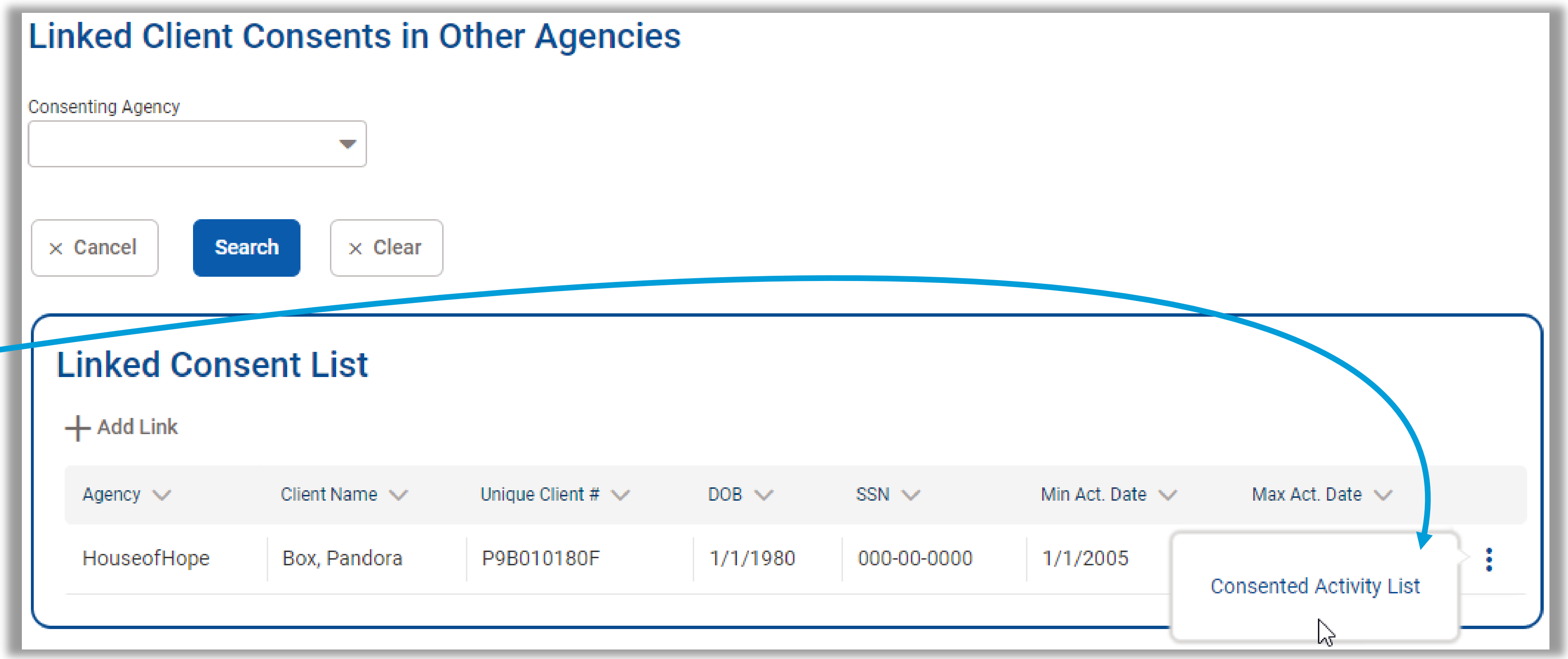
Linked Consents

Once a referred client has had a new profile created in your agency or associated to an existing profile as the **Same Client**, the consented information for that client will be automatically linked to their profile at your agency. Users who have been assigned the UWITS role **Linked Consents** may view this information via the **Client List**.



Begin by navigating to the **Client List**. Search for the Client then hover over client and select **Linked Consents**.

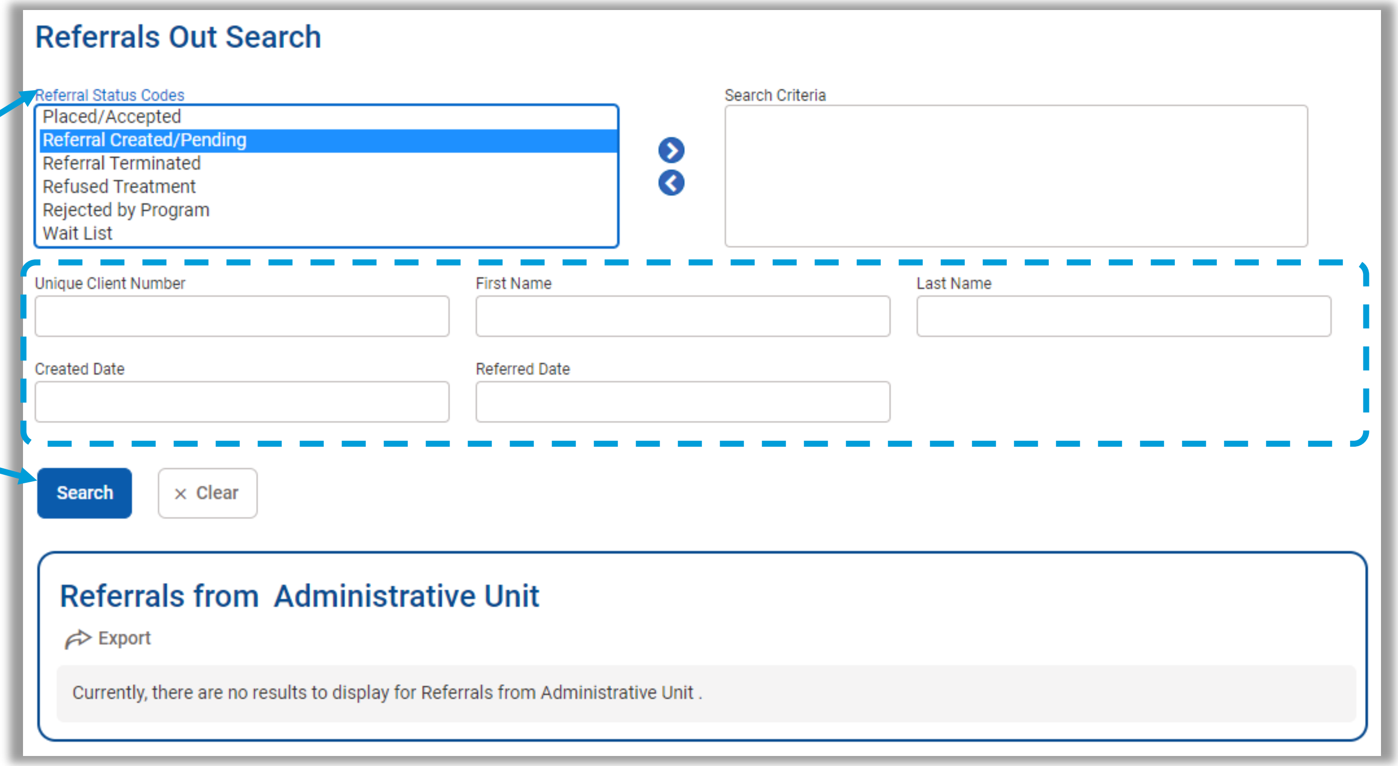
Hover over the action button (⋮) then select **Consented Activity List** to view consented information.



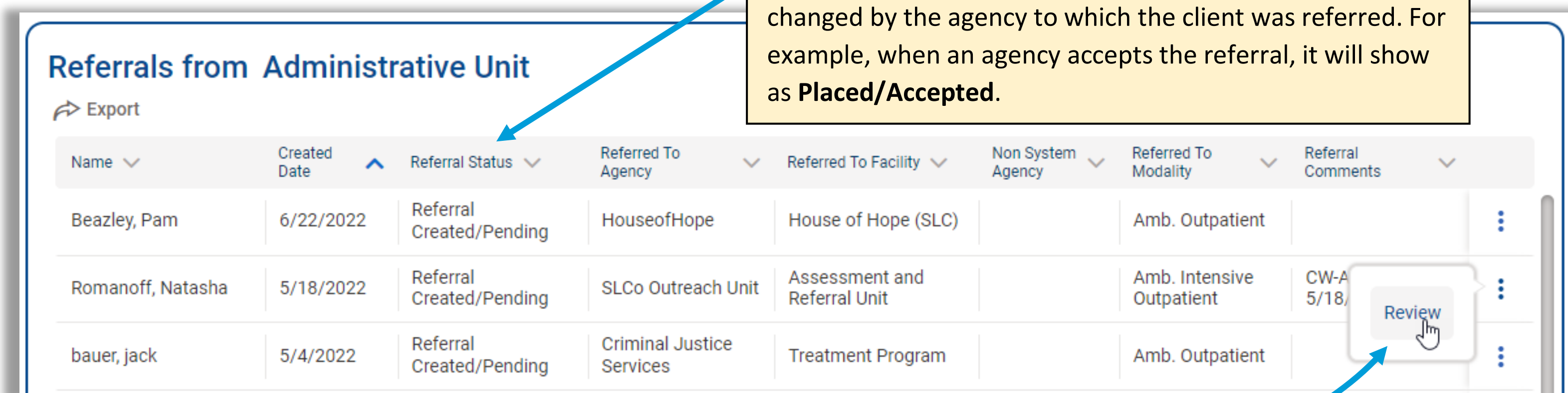
Viewing Referrals Out

Referrals made from your agency to another agency (or entity) may be seen at the **Referral Out** screen for your agency. Click on an entry in the **Referral Status Codes** box and use the > button to choose a selection.

Alternatively, use the search criteria boxes, such as Unique Client Number or Referred Date. Click the **Search** button to search.



Referral Status shows the status of a referral. It can be changed by the agency to which the client was referred. For example, when an agency accepts the referral, it will show as **Placed/Accepted**.

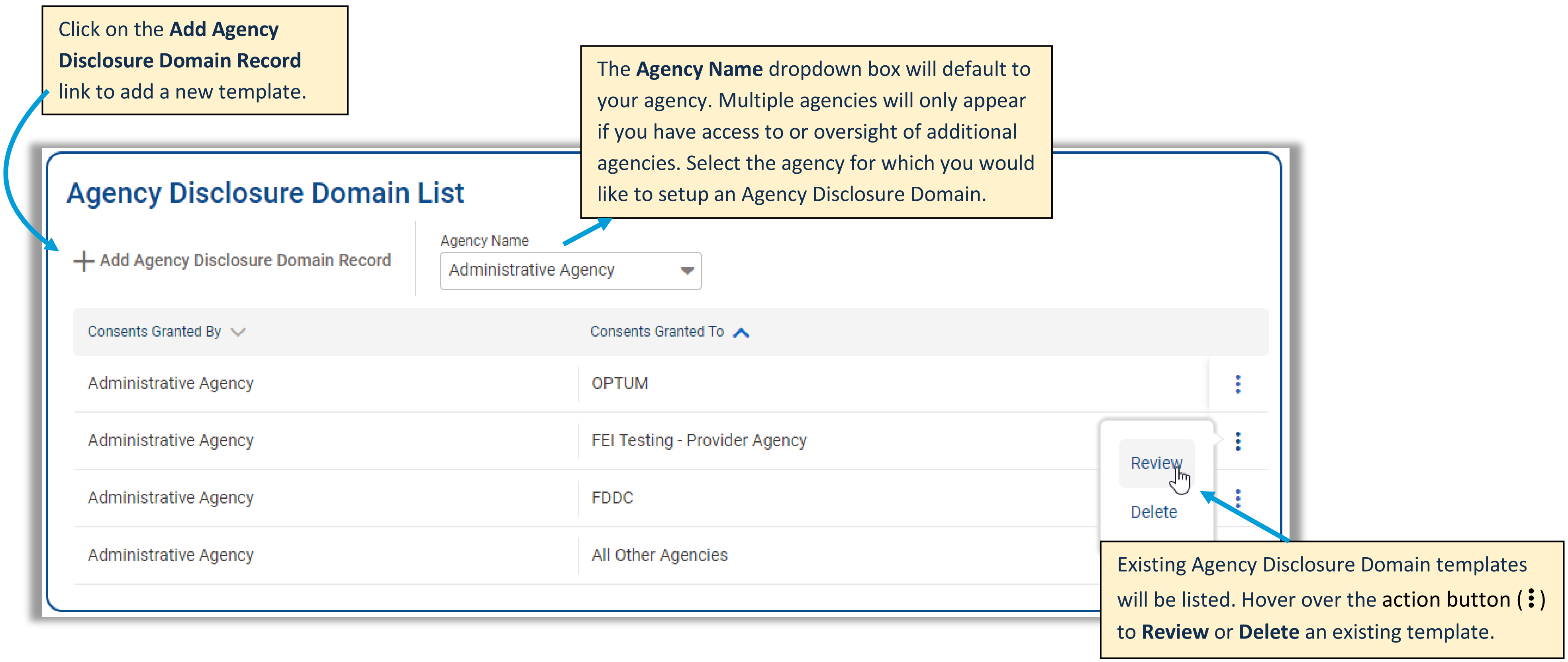


Hover over the action button (⋮) then click on **Review** to see details for that referral.

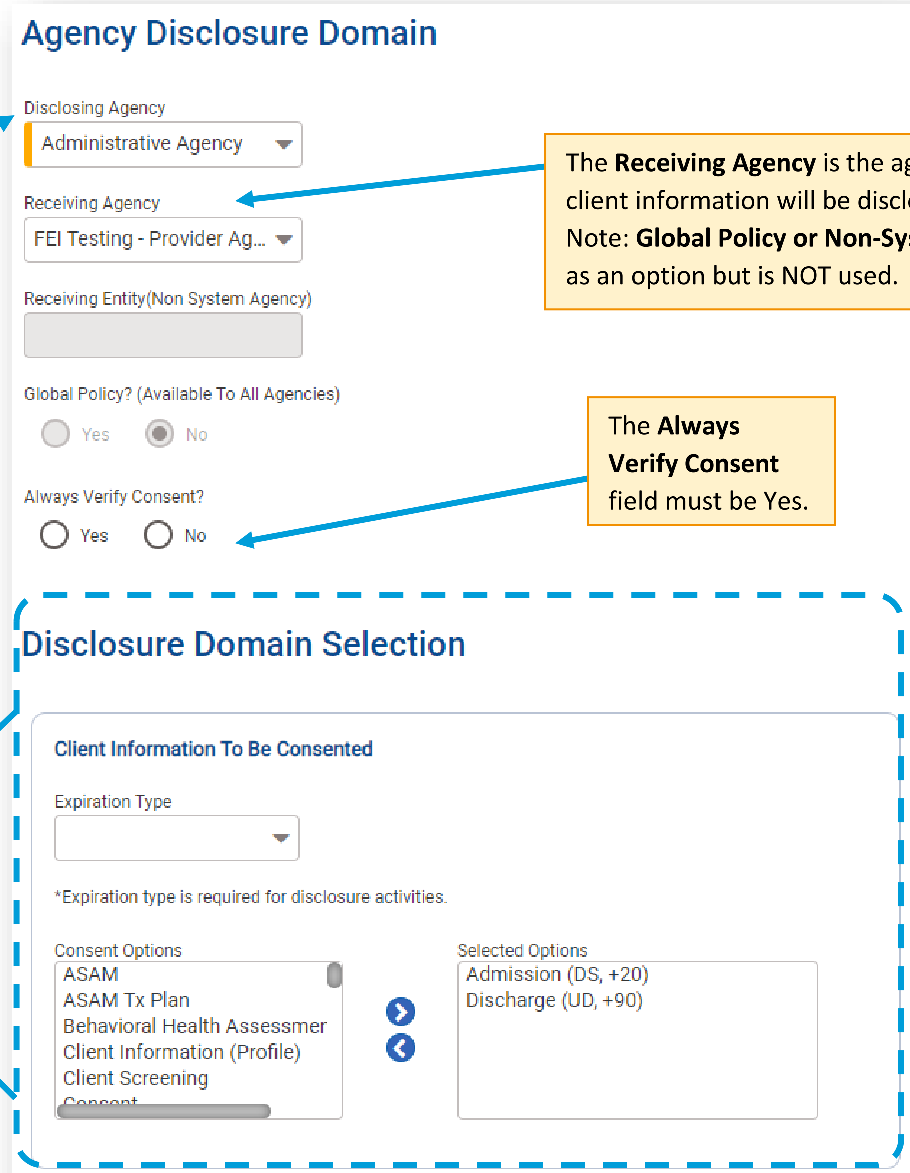
Appendix: Agency Disclosure Domain

When an agency consistently requests the same information for a client, save the list of documents requested into an Agency Disclosure Domain record to make creating Consents to that agency faster and easier. An Agency Disclosure Domain record can be considered a template for creating new Consents.

First, navigate to the Agency Disclosure Domain List by clicking on Agency then Relationships then Disclosure.



At the **Agency Disclosure Domain** screen, select the **Disclosing Agency**. The disclosing agency is the agency which has the information which will be shared. Unless you have access to or oversight of additional agencies, this will be your agency.



The **Receiving Agency** is the agency to which client information will be disclosed.
Note: **Global Policy or Non-System** is listed as an option but is NOT used.

The **Always Verify Consent** field must be Yes.

The **Disclosure Domain Selection** specifies the client information to be consented. See the next page 21 for more details.

Disclosure Domain Selection

The **Consent Options** box shows client information that can be shared. As these options are selected, an expiration date must be associated with each option. An **Expiration Type** must be selected to determine when each **Client Information Option** expires.

Consent Options

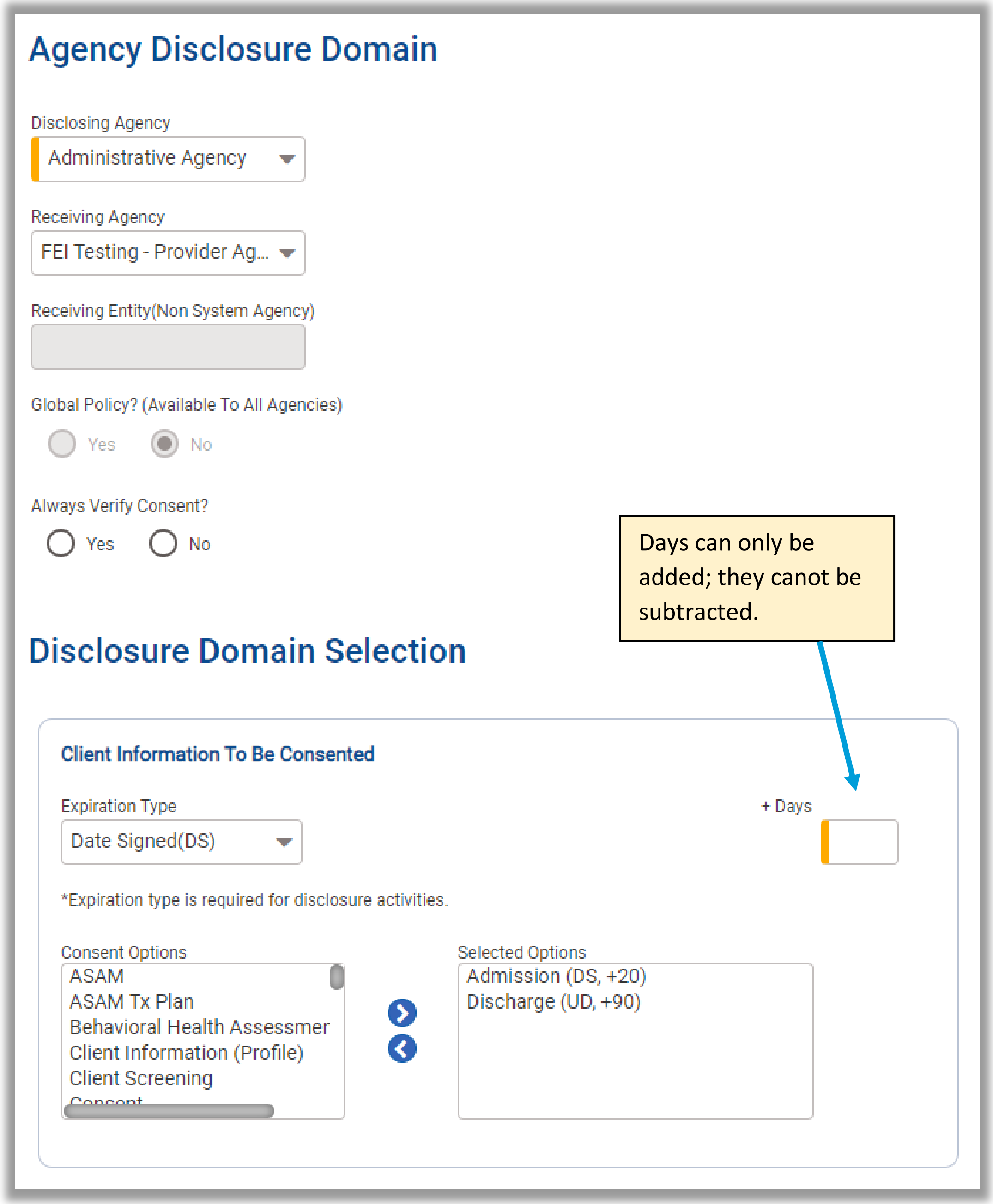
The list of available options includes the following:

- Admission
- ASAM
- ASAM Tx Plan
- Behavioral Health Assessment
- Client Information (Profile)
- Client Screening
- Consent
- CONTINUUM
- DENS ASI Assessment
- Diagnosis List
- Discharge
- Drug Test Results
- Encounter Detail
- GPRA Assessment
- GPRA Interview
- Intake Transaction
- Medication Summary
- Mental Health Assessment
- Mental Status Report
- Miscellaneous Note Detail
- Multi-Dimensional Assessment
- Outcome Measures – Client Status
- SASSI Scores
- TAP Assessment
- Treatment Plan
- Treatment review
- Vital Signs
- Wraparound Plan of Care
- Wraparound Transition Plan

Please note: Items listed in gray are not currently active in UWITS.

Click on the **Consent Options** to select which specific information to include in the **Agency Disclosure Domain** template. You may hold the Ctrl key to select multiple options at once.

Then select the appropriate **Expiration Type** from the drop down box for the selected Consent Options. Click on the > button to move the selections to the **Selected Options** box.

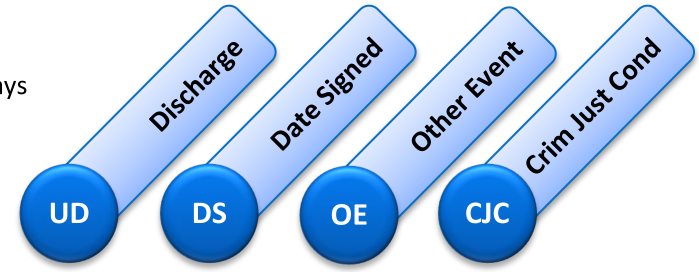


Expiration Types

The most common **Expiration Types** are **Discharge** and **Date Signed**.

When **Discharge** is selected, the consent will expire based on the date of discharge plus the number of days entered. To select expiration on the day of discharge itself, enter zero for **+Days**. **UD** stands for upon discharge.

When **Date Signed** is selected, the consent will expire based on the Consent Date plus the number of days entered. **DS** stands for date signed.



Alternative Expiration Types

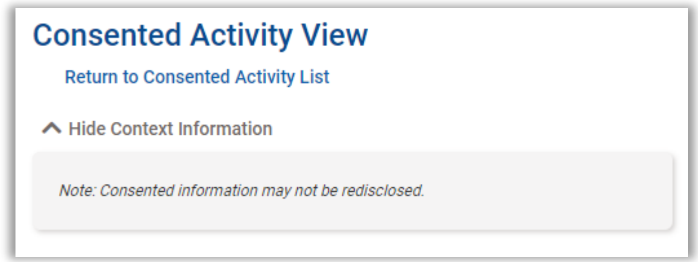
Other Event – The consent will expire based on the specific event. The user must specify the date of expiration. The user must give details of the specific event in the **Description** box. **OE** stands for other event.

Criminal Justice Conditions – The consent expires based on a pre-determined expiration date associated with the Criminal Justice System. The user must enter in the **Description** box. **CJC** stands for Criminal Justice Conditions.

Appendix: Frequently Asked Questions

When I try to look at Consented Activities, all I get is a message that says "Return to Consented Activity List". Why can't I see the details?

Allow pop-ups for the UWITS website in your browser.



Appendix: Related UWITS User Roles and Descriptions

Consent (Delete)
Allows the user to delete unsigned Client Consents subject to the business rules in place.

Consent (Full Access)
Full access to all options under Client List/Activity List/Consent.

Consent (Read-Only)
Read-Only access to all options under Client List/Activity List/Consent.

Referrals (Full Access)
Full access to all options under Client List/Activity list/Referrals.

Referrals (Read-Only)
Read-Only access to all options under Client List/Activity list/Referrals.

View Consented Clients
The role allows the user to view clients with Consents on the Client List.