I. How to Create a MASS Appointment and WR Appointment

- 1. Open:
 - A. The email with the 60 Day Callout,
 - B. OMNI Health Service Tab, Appointments, Create Mass Appointments
 - C. Releasing or Work Release SharePoint
 - D. Contacts for MASS Appointments
- 2. From the emailed callout list, filter by your name and "blanks" and "N" for Suspension (see SUSPENISON section towards the end for directions on those).
 - A. Look at the first facility on the list (filter if needed) and see how many offenders are listed. Ensure it fits the amount requested by facility on the Contact List
 - B. In OMNI, Health Services tab, Appointments select "Create Mass Appointment"
 - 1) Click on "Edit Offender List" and copy and paste the DOC from the emailed list and paste in OMNI Mass Encounter screen. Click "view offender list' to verify all showed up and are in the correct facility.

ffen	der	Health Services	Plans	Programs	Facility	Search Adr
men	<u>ts</u> >	Create Mass Appointmen	ıt			
9	С	reate Mass Appo	ointme	nt		
	Γ	Offenders				
		*DOC No:				_
						0
		View Offender List		Edit Offender L	ist	
		Doc No.	Offen	der Name		Offender L
		Appointment				

- Enter the appointment date for Thursday this is creating a 'shell appointment' the facility will go in and update the date and time. Generally go ahead and make the appointment for in morning and about 30 minutes, depending on the list of offenders.
 WCC make two Monday's ahead. They have a special population
- 3) Select "Encounter Type" per the contact list most are Admin(Admin) or Mental Health
- 4) Select "Encounter Type" as "ACA Application Process"

Recurr Appt	Is Recurring?	
*Encounter Category:	*Encounter Type:	Reason:
Admin(Admin)	✓ ACA Application Process	
*Venue:		

- 5) Leave "venue" as "on-site DOC"
- 6) Using the drop down, select the appropriate facility and "HS Unit" should be "HSB," "Medical," "Clinic," etc. See the contact list for notes indicated specifics

*Venue:

On-Site DOC 🗸				
*Facility:	*HS Unit:		*Staff/Provider:	_
cccc 🗸	CCCC-Med Clinic	~		8

- 7) "Staff/Provider" will be the main ACA Coordinator on the Contacts List.
- 8) Save (double click if necessary)
- 9) After entering one facility, go back and check to ensure that the appointment was saved.
 - 1. Click on the Health Services Tab
 - 2. Appointments
 - 3. Enter a DOC from the list and click "search"
 - 4. Open the appointment "ACA Application Process" and that should open the mass appointment
 - 5. Ensure all the DOC numbers from the list are in the appointment
- C. Then clear "Suspension" filter so all the callout under your name shows.

3. Work Release

Work F	Release
A.	Suspension should already be checked when the entry is created in SP so there
	will not be a column on the WR Callout for filtering by "y" or ""no"
B.	The appointments for WR will be created individually.
C.	In OMNI, Health Services tab, "Appointments" and select "Create Appointment"
D.	Enter the appointment date for Thursday – this is creating a 'shell appointment'
	the facility will go in and update the date and time. Generally go ahead and
	make the appointment for in morning and about 30 minutes, depending on the
	list of offenders.
E.	**WCC – make two Monday's ahead. They have a special population**
F.	Select "Encounter Type" per the contact list – most are Admin(Admin) or Menta
	Health
~	Calcul (Canada Tana) and (ACA Analization December)

G. Select "Encounter Type" as "ACA Application Process"

	Reci	urr Appt	Is Recurring?]			
	*Enco	unter Category:	*Encounter Typ	pe:	Reason:		
	Admi	n(Admin)	ACA Application	on Process 🗸			
	*Venu	e:					
H.	Leave '	venue" as "	on-site DOC"				
l.	Using t	he drop dow	n, select the	appropriate facil	ity		
	<mark>and "H</mark>	<mark>S Unit" shou</mark>	ld be "HSB,"	"Medical," "Clini	ic," etc. See the	<mark>contact li</mark> s	<mark>st for</mark>
	<mark>notes i</mark>	ndicated spe	<mark>cifics</mark>				
	*Venue:						
	On-Site	DOC 🗸					
	*Facility:	:	*HS Unit:		*Staff/Provider:		
	CCCC	~	CCCC-Med Clini	ic 🗸		<u>s</u> =	
J.	"Staff/	Provider" wi	l be the mair	n ACA Coordinato	or on the Contact	<mark>s List.</mark>	
K.	Save (c	louble click i	<mark>necessary)</mark>				
L.	After e	ntering one	facility, go ba	ck and check to e	ensure that the a	ppointme	<mark>ent</mark>
	<mark>was sa</mark>	ved.					
	1.	Click on the	Health Servi	<mark>ices Tab</mark>			
	2.	Appointme	<mark>nts</mark>				
	3.	Enter a DO	<mark>C from the lis</mark>	t and click "searc	<mark>:h"</mark>		
	4.	Open the a	<mark>ppointment '</mark>	ACA Application	Process" and that	at should	<mark>open</mark>
		<mark>the mass a</mark> j	<mark>opointment</mark>				
	5.	Ensure all t	he DOC numl	ber from the list i	is in the appointr	nent	

II. How to Create an HQ ACA App Tracking Encounter

- 1. Open OMNI and select the 'Health Services' tab
- 2. Search for possible open encounters.

Washington State Department of Corrections Offe	ender Management Network Information	DOC No.: Go
		Selected DOC No.:
Home Assignments Offender	Health Services Plans Programs Facility	Search Administration

From the Health Services Menu select 'Encounters'

Health Services Men
Scheduler Queue
Appointments
Encounters
Consults
Rosters
General Information
Providers
Census

From the Encounters Menu select 'Create Encounter'



- 3. The Offender demographic information will populate from OMNI.
- 4. All fields marked with an (*) are mandatory fields and must be filled in for the appointment to be 'Saved'
 - Date this will be today's date
 - **Time** the current time
 - > **Duration** should be a minute or two for each encounter
 - **Origin** Referred by Other
 - > Origin Date Callout Date or Date App Received
 - Encounter Category Category Admin(HQ)
 - Encounter Type Type HQ ACA App Tracking
 - Venue On-site DOC
 - Facility Release Facility THIS DEFAULTS TO AHCC MAKE SURE YOU CHANGE THIS!
 - Staff/Provider the ACA Facility Coordinator

Create Encounter		
Offender		
*DOC No: Offender Name Gender: Male	Contraction: SCCC - H3 Birthdate:	Category: Regular Inmate ERD: 06/20/2021 Aqe:
Encounter		
*Date *Time	*Duration	Primary Therapist
05/11/2016 100	5 minutes	
*Encounter Category *Encounter Type	*Origin	*Origin Date
Admin(HQ) HQ ACA App Tracking	✓ Refer By Other ✓	05/11/2016
*Venue *Facility	HS Unit	*Staff/Provider
On-Site DOC V	Any	V Sherwood, Jody L
		Last Undated By :
Continue Reset		

5. Click 'Continue'

Clicking 'Continue' will cause the 'ACA Application' Information section of the encounter to open

Create Encounter							
Offender							
*DOC No: Offender Name: Gender: Male	Offender Location Birthdate:	: SCCC - H3 Category: Regular Age:	Inmate ERD: 06/	20/2021			
Encounter							
*Date *Time 05/11/2016 01:00 *Encounter Category *Encounter Type Admin(HQ) ✓ IFQ ACA App Tracking *Venue *Facility On-Site DOC ✓ SECCC ACA application Information *Date App Received At HQ: *Partner Name: 05/11/2016 Sherwood, Jody L *Date App Catedity Date Stated: Determination Date	*Duration S minutes *Origin V Refer By Other HS Unit Any Placed On 60 Day List: S Mailing Address:	Primary Therap Alyea, Maureer *Origin Date 05/11/2016 *Staff/Provider Sherwood, Jod	ist FE				
05/11/2016							
"Application Status: O Pending O Submitted-Classic	O Approved "Determination Letter Sent:	Denied Reason Denied: Diagon Select	~	Not Received *Reason Not Received: Please Select	~	Suspend *Reason For Suspend:	
Notes:		Prease Select		Prease Select		(200	characters remaining)
							0
Save Reset Submit							Last Updated B

- All fields marked with an (*) are mandatory fields and must be filled in for the appointment to be 'Saved' (<u>UNLESS</u>: they are marked as SUSPENDED see below)
 - Date App Received at HQ enter "12/31/2999"
 - Partner Name-should be your name
 - Date App Started "12/31/2999"
 - > Determination Date will be left blank
 - Application Status -Select "Pending"

The following screen shot show what the Encounter will look like.

Once the application is submitted, the mandatory fields are no longer editable. Only the OMNI-HS Super User can amend the encounter after it has been submitted.

opace cressines			· ·	<u>.</u>
Update Encounter				
Offender *DOC No: 328050	lame: WOLF, Ryan Will	liam Offender Location: CRCC-MS	SU - CAM Category: Regular I	nmate ERD: 11/04/2017
Gender: M	ale	Birthdate: 10/25/1984	Age: 32	
Encounter				
*Date *Time	*	Duration	Primary Therapist	
05/11/2017 10:10		1 minutes	Ruge, Laura N	
*Encounter Category *Encounter Type	*	[¢] Origin	*Origin Date	
Admin(HQ) V HQ ACA App Trac	king 🗸	Refer By Other 🗸 🗸	05/09/2017	
*Venue *Facility	F	IS Unit	*Staff/Provider	
On-Site DOC 🗸 CRCC-MSU	~	Any	✓ Lingle, Joyce D	<u>S</u>
ACA Application Information				
*Date App Received At HQ: Partner Name	e: *Place	ed On 60 Day List:		
12/31/2999 Lingle, Joyce	e D 😼 09/01	5/2017		
*Date App Started: Determinatio	n Date: Mailin	g Address:		
12/31/2999				
*Application Status:				
Pending Submitted-Classic (Approved	O Denied	O Not Received	🔵 Suspen
D	etermination Letter Se	ent: Reason Denied:	Reason Not Receive	d: Reason For
		Please Select	✓ Please Select	✓ Please Sele
				· · ·

- 7. Update SharePoint that an Encounter was done.
 - Add "Callout Date" to SharePoint. If this is not entered, it will show up again next week.
 - Check the "Encounter in OMNI" box

III. SUSPENSION

- A. If there is ProviderOne suspension, the offender will <u>not</u> need to go on a Callout. An encounter will still need to be created.
 - 1. The same field as above will need to be filled out in the Encounter
 - Date this will be today's date (callout)
 - Time the current time
 - Duration should be a minute or two for each encounter
 - **Origin** Referred by Other
 - Origin Date Callout Date or Date App Received
 - Encounter Category Category Admin(HQ)
 - Encounter Type Type HQ ACA App Tracking
 - Venue On-site DOC
 - Facility Release Facility THIS DEFAULTS TO AHCC MAKE SURE YOU CHANGE THIS!
 - 2. Under the ACA Application Information section the dates will be updated to the callout date, this is because no application will be received or worked.
 - Date App Received at HQ enter callout date. It should match the Callout Date
 - Partner Name-should be your name.
 - > Date of Callout It should match the Callout Datew

- > Date App Started enter callout date. It should match the Callout Date
- > Determination Date leave blank. Will be filled closer to release
- Application Status select "Pending"
- Add to "Notes" ProviderOne Suspended
- Save. <u>Do not submit</u>, as the ERD/PRD gets closer, the address will need to be verified and/or updated
- B. Update SharePoint
 - 1. App Received Date enter callout date "mm/dd/yyyy"
 - 2. Callout Date enter callout date "mm/dd/yyyy"
 - 3. Application Status leave "Not Selected" so as the ERD/PRD gets closer the address will get verified and/or updated
 - 4. Notes add "ProviderOne Suspension" so when staff work it, they know benefits are established and the address and chrono need to be added.