

PROGRESS NOTES FOR UNPLANNED SERVICES

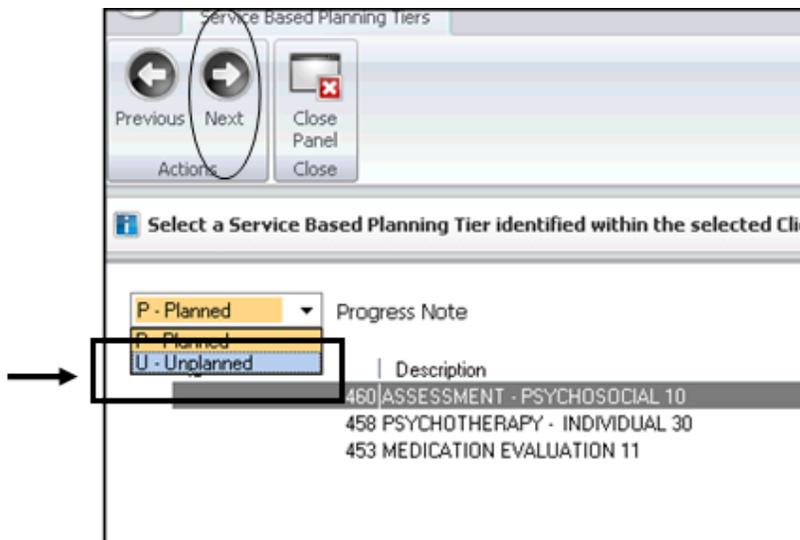
Use of “unplanned services” is for situations that are outside the client’s regular need for service, such as providing a “Crisis Intervention.” Since crises are never planned, you would never have “Crisis Intervention” listed on a client plan.

Another situation that may require the use of Unplanned Services is when the County makes administrative changes to service codes, such as the addition in January 2013 of five new medication service codes. In this example, the County allowed programs a specified timeframe to revise or review client plans in order to add these service codes, and to document them as Unplanned Services in the meantime.

Generally speaking, if you find that you are providing the same Unplanned Service over multiple occasions there is an indication that the client’s needs have changed and you need to add the service to the Client Plan! Unplanned Services are never to be used indefinitely.

Writing a progress note for an Unplanned Service is very similar to writing a progress note for an intervention that is on the Client Plan, with some minor (but important) differences. Follow these steps to claim and document an Unplanned Service:

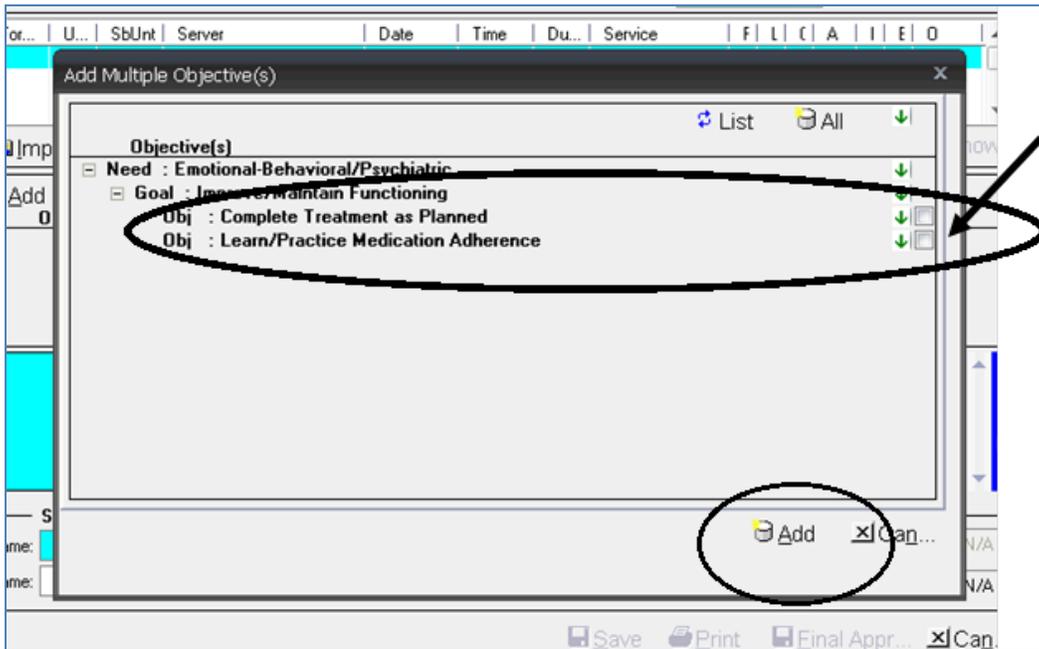
- Begin the progress note in the usual fashion.
- When you reach the “Select a Service Based Planning Tier...” screen, select “U - Unplanned” from the drop down menu in the “Progress Note” field, as indicated below. Then select “Next”



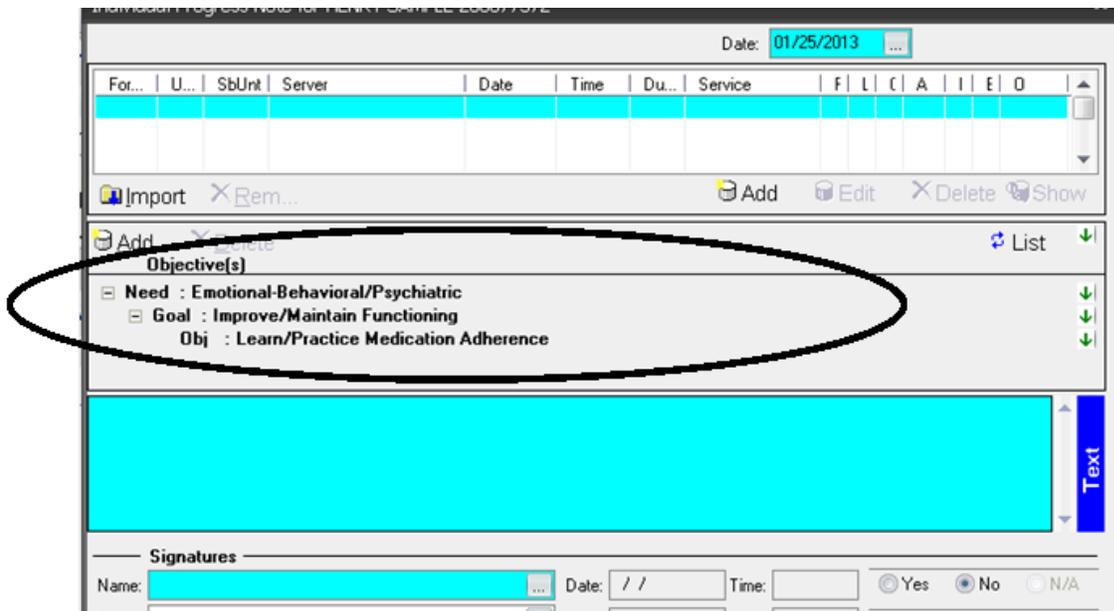
- A confirmation screen will launch. Verify that the date of service is correct and that the progress note is in the correct client plan type. You'll notice that the entry for "Service Based Planning Tier" is labeled "Unplanned." Select "Next."

- The progress note launches. A service must be linked to an Objective, but since this service is Unplanned, no Objectives pre-populate in the progress note as they do when you have added Interventions to a Client Plan. You must add an Objective before doing anything else. Select the "Add" button as indicated:

- The “Add Multiple Objective(s)” window launches. Here you will see a list of Goals and Objectives on the Client Plan. To select the Objective(s) that best fit the Unplanned Service you are providing, click your mouse in the appropriate check box(es). For this example, we’ll select “Learn/Practice Medication Adherence.” To complete this step, select the “Add” button at the bottom of the window:



- The Progress Note now displays with the Objective that you selected in the previous step:



- Complete the progress note narrative as usual. Most of the service entry will be as it is with Planned Services, with the exception that the service code will not pre-populate. When you are completing the service entry, make sure to add the Service Code for the Unplanned Service in the appropriate field:

Unit: TRAINING UNIT 9900 SubUnit: TRAINING SUBUNIT 990
Loaded Assignment for Unit/SubUnit: 9900/9901 Create Single Contact
Treatment Team: ...
Server: LEE. SIL 11001 Supervisor: ...
Collateral Servers? No Collateral Servers for this Service
Service: ... Lab: ...
Start Duration Stop
Service: ...
Travel: ... Days: ... Quantity: ...

- Once the narrative and service entry are completed, final approve the progress note as usual.