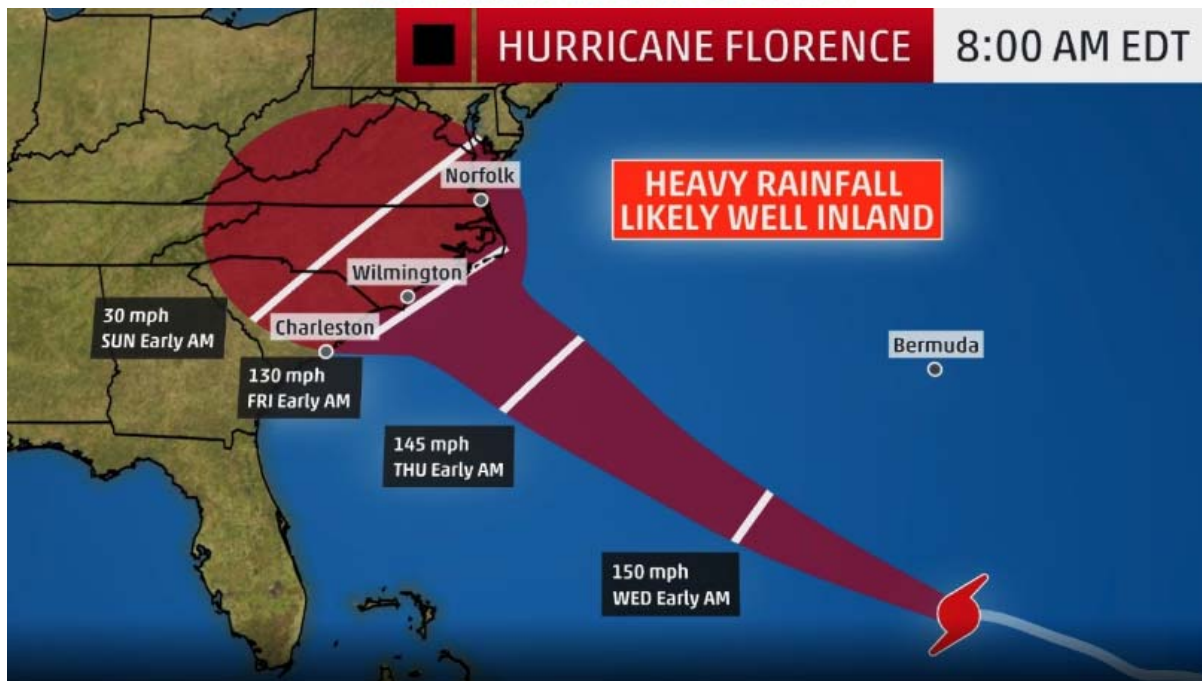

From: Credible Behavioral Health Software <marketing@credibleinc.com>
Sent: Wednesday, September 12, 2018 9:44 PM
To: Credible Documentation
Subject: Credible Update: Additional Information on Using Credible for Inclement Weather Preparations

CREDIBLE

Behavioral Health Software



DEAR CREDIBLE,

For Partners in states where the path of the hurricane is projected, Credible wants to provide you with as much support as possible. We continue to evaluate the storm and review ways to better assist you in your preparations for Hurricane Florence, some updates have been made.

- New information has come from **Surescripts** regarding preparations prescribers will need to make to prepare.
- The process for requesting **Crisis Status Activation** for your Agency has been outlined.
- The forms required to set up **Agency Designees** and **Temporary Credible Mobile Access** are now located on the Home Page of Credible Help.

Please be assured Hurricane Florence will not affect Credible system availability. Credible's data centers are hosted at [Equinix](#) located in Chicago, IL and Northern Virginia (229 miles Northwest of Virginia Beach).

With impending inclement weather in the forecast, Credible wants to provide you with some helpful suggestions and reminders to assist in your Agency preparedness. In addition to the items listed below, Credible will have additional support lines available over the weekend and next week to help walk you through any configuration changes or functionality questions you may have as you brace for the weather and storm. If your Agency is in an area that is to be affected by Hurricane Florence, Credible will offer Credible Mobile without any charge on a temporary basis throughout the crisis.

If your Agency finds itself in the unfortunate situation where you are facing a disaster and need to prepare, we recommend the following:

Enhanced Complimentary Support

Mobile in Emergencies: To prepare for a potential loss of power, we strongly recommend downloading all clients to your mobile app. If you are not currently contracted for a Credible Mobile solution (e.g., Credible Care), but need it, please contact us for temporary access; we will execute your request in the same day.

Medical Records

- **Data Access Service:** For authorized and designated Agency representatives, Credible will allow Agency to call Credible and Credible will pull up an individual client record and provide Agency with information from that client record. Credible will provide this at no charge for a period of seven (7) days.
- **Continuity of Care:** Your Agency can designate up to three (3) individuals as having the authority to instruct Credible to release client information, on an individual client basis, from your Domain to other healthcare facilities for the explicit purpose of ensuring continuity of care. This release will be limited only to information the Agency designees specify, and will be transmitted via fax or Continuity of Care Document directly to the designated healthcare facility. Credible will provide this at no charge for a period of fourteen (14) days.

Should you wish to pursue either or both of these contingencies, please complete, sign and send to Credible the form located on the Home Page of Credible Help identifying the Agency's designees and to review the security protocols Credible will use to verify the identity of those designees, should this contingency be activated.

Domain Configuration: If you would like to institute any of the following Domain configuration recommendations, and need assistance with setup or configuration, please submit a task ticket. Given the demands placed on Partners who are currently activating emergency plans, Credible can assist with this setup at no cost.

Temporary Addresses

To track any temporary addresses used by your clients or staff, add the following fields to the Client Profile and Employee Profile via the Data Dictionary.

- Temporary Address 1
- Temporary Address 2
- Temporary City
- Temporary State
- Temporary Zip Code
- Temporary Phone

Forms

Go to the Credible LIBRARY Domain, and copy the following forms into your Agency's Domain.

- **Employee Wellness Check (ID #2197):** Use this form to check on your staff during an emergency – are they safe, have they been displaced, are their kids in school, etc.
- **Employee Demographic Update (ID #2196):** This form is used to add or update the Employee Temporary Address in cases where Agencies have locked down the Employee Profile, preventing it from being updated by the employee themselves.

Advanced Search Saved Reports

You should consider creating the following Advanced Searches and saving them as Global Reports for your Agency. (Detailed instructions for creating these searches will be found in the linked Best Practice document.) Please note: You may want to review the security settings of your employees, and determine if additional staff should be granted permission to view or export this information. Information on granting those rights is also in the Best Practice document.

- **All Client Demographics:** This report exports all client demographic fields, for both active and inactive clients.
- **All Employee Demographics:** This report exports all employee fields for active and inactive employees.
- **Client Diagnosis:** This report exports the client's address and temporary address, some basic identifying demographics (e.g., name, date of birth, sex, age), and client Problems 1-4.
- **Client Medications:** This report exports the client's phone number, address and temporary address, some basic identifying demographics (e.g., name date of birth, sex, age), along with the client's medications.
- **Employee Emergency Contact:** This report exports all employee address and temporary address information, along with the employee's emergency phone number. Please note: You must already have fields in the Employee Profile to record the emergency contact name, emergency contact phone number, and the employee temporary address fields listed above.
- **Emergency Export:** This exports a set of basic client demographic information, including phone, address, language preferences, diagnoses, and emergency contact information, along with the client's medication, family members, allergies, and contacts.
- **Next Appointment with Phone Numbers:** This report exports the client's phone numbers, address and temporary address, preferred language, last service date, and next service date, along with the related primary employees, family members, allergies, and contacts.

- **Total Time by Client:** This report shows the total of all the non-billable and billable time logged by a client in a single row. This report will help to identify clients who may need the most support or who may be especially vulnerable.
- **Total Time by Service Type:** This report shows total of all the non-billable and billable time logged by Service Type in a single row. This report will help identify visits that are most needed for your client population.

Printing Schedules

If you are not currently contracted for mobile, you may consider printing all schedules for the next seven days for each team. You can toggle “Hide Insurance ID on Schedule Print” on or off depending on what you like to see on the schedule print view.

1. Select the **Schedule** tab.
2. Click the **Team View** icon.
3. Select each team name from the dropdown in the top left area.
4. Click the **Print** icon on each team’s schedule.
5. Click the **right-arrow icon** to move to the next day’s schedule.
6. Repeat steps 2 through 5 for at least the next 7 days for each team.

Credible eRx Action Plan

To prepare for an emergency, ensure that the Pharmacy File is downloaded each day by 7:00 AM ET and made available promptly to your prescribers. Make sure that your providers are aware of the following potential impacts:

- Prescribers will receive an error message from Surescripts in the event that they attempt to send a **NewRx** to a pharmacy that has been taken offline and subsequently removed from the Directory.
- If a pharmacy is offline, the Store Name will be updated to read **Closed, Temporarily Closed, or Permanently Closed** in the Directory. In this case the pharmacy will be handling message processing and patient follow-up.
- Remind your prescribers to use **Medication History** through Credible, as this can be particularly crucial to treating displaced patients who may not have their prescription information available.

Export Queries

Run the following queries to extract data that may be helpful in the event of power loss. These queries can be run and exported for portability. See Credible's Best Practice document on the Home Page of Credible Help for instructions.

- Current Basic Vital Signs from Medical Profile
- Current Medical Conditions from Medical Profile
- Current Problem List
- Current Meds List (excludes discontinued meds)
- Current Allergy List (excludes discontinued allergies)

Any support requests related to Hurricane Florence, please be sure to enter with "H.Florence" in the first part of the task entry name so Credible can accurately and easily identify these tasks.

Credible is committed to helping you and your Agency through this challenging time.

Please be safe and let us know if we may be of assistance.

Jaclyn O'Donnell

Executive Vice President

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Mission: Improve the quality of care and lives in Behavioral Health
for clients, families, providers and management.

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