

Clinical Supports, Service Summaries, and More



February 2011 Release Highlights

- Clinical support tools
- Forgotten password process
- Service summaries
- Emergency access
- Reminder cards for up to 10 appointments
- Advanced Client Search enhancements
- Mail order pharmacies
- New medication search filters
- No med/no allergy confirmation
- Medical profile enhancements
- Testing the 5010 standard

New Features Available February 19, 2011

Credible delivers innovative new features in Release 6.0 to help you provide exceptional behavioral health services. Two highlights are clinical support tools and summary notes for services – and the ability to make both available to clients through the Credible Client Portal.

Other improvements include a self-serve forgotten password process, a “break the glass” feature allowing employees emergency access to client records, and the ability to print reminders for up to 10 future appointments. Advanced Client Search has been enhanced with Axis III and medical profile filter criteria, print view functionality for multiple clients, and the ability to run any export on clients in the search results.

Please refer to the *Release 6.0 Configuration* document for the steps to configure and use all of the new features.

Software Spotlight

Clinical supports and service summaries for clients, self-serve forgotten password process, client searches based on Axis III or medical profile criteria, and the ability to run any export on clients within Advanced Client Search

Setting Up Clinical Support Tools for Clients

With the new Clinical Support module, you can set up clinical support tools based on any combination of medication, medication class, diagnosis, gender, age range, or other client field. A clinical support tool can include text, a URL, and a file. You can also set it up to be pushed out to the Credible Client Portal. When a client meets the conditions

specified in the clinical support tool, it is added to his or her record.

You can add a Clinical Support section to the Client Overview screen in your internal site and in the Client Portal.



Clinical Support

| CLINICAL SUPPORT: John Doe | |
|--|---|
| --- All Active --- <input type="button" value="Filter"/> | |
| Summary | |
| <input type="button" value="select"/> | Smoking cessation support 2 |
| Summary | Smoking cessation support |
| Date Created | 2/6/2011 |
| Support Text | Quitting smoking is the single most important step you can take to improve the length and quality of your life. Check out the website below and read the attached document. |
| Url | http://www.smokefree.gov/ |
| File | How to Quit Smoking |

Complimentary Webcast Tutorial on the New Features!

To register to attend, click on your preferred date and then send the email that is generated. You will receive a confirmation email shortly.

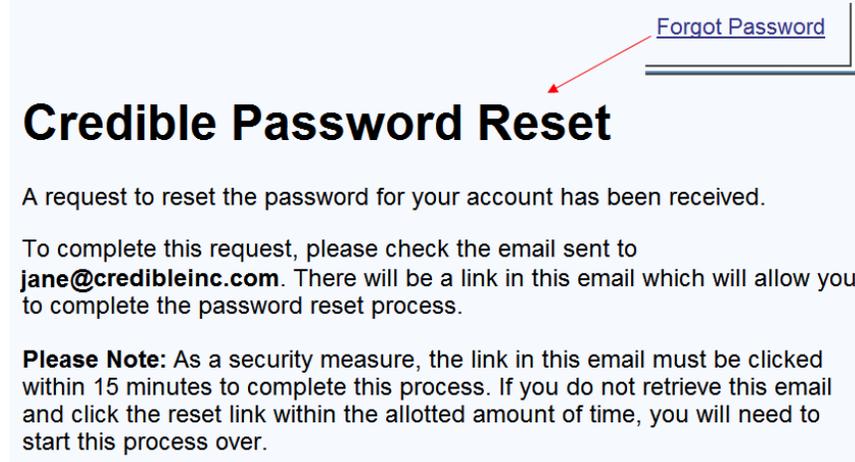
[Friday, February 25](#)
1:00 PM ET

[Tuesday, March 1](#)
1:00 PM ET

[Thursday, March 3](#)
1:00 PM ET

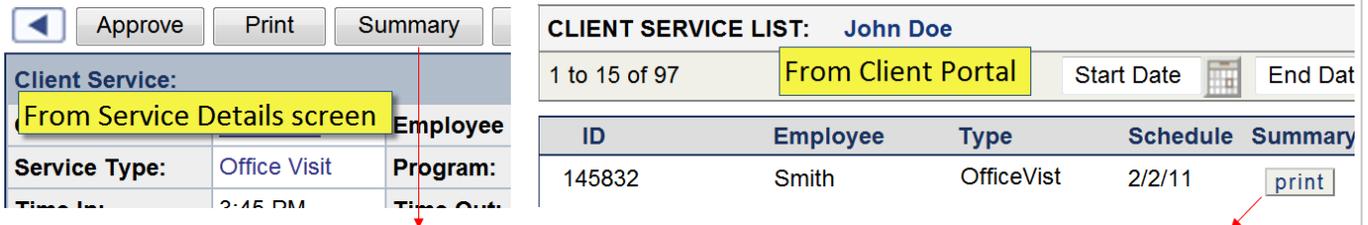
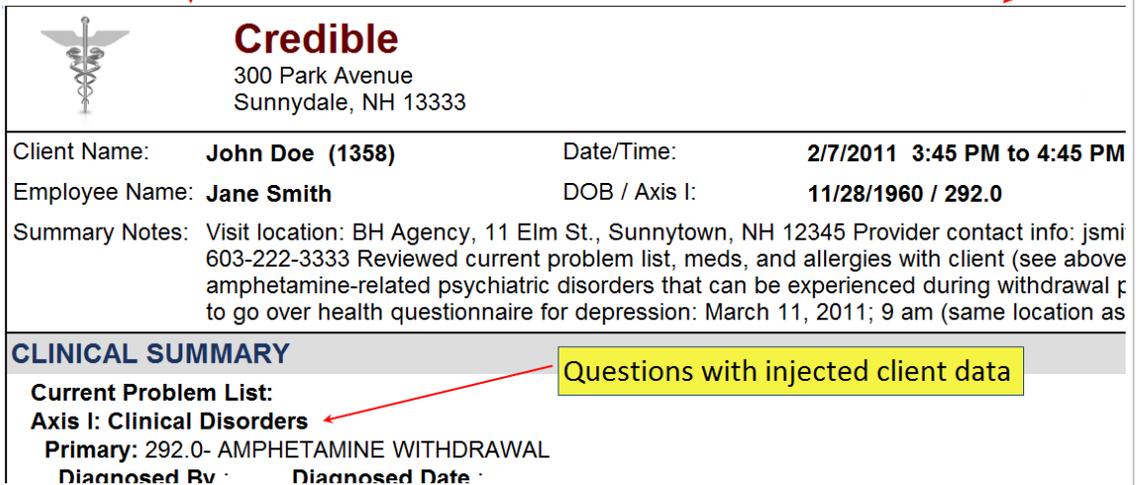
Enabling Forgot Password Link on Credible Login Screen

A Forgot Password link has been added to the Credible login screen. With a new Partner Config setting, you can let employees use the link to reset their passwords without assistance from an administrator. Actions related to the forgotten password process are logged in the HIPAA logs.



Creating Service Summaries

With new service summary functionality, you can configure a service type so the form linked to it has a Summary Notes text box. In addition, you can set up questions in the form so they are included in the service summary. This is useful for including injected client data in the summary. The summary created during the service is available on the Service Details screen and in the Client Portal. You can control access to it with Security Matrix settings.

**Credible's
2011 Annual
Partner Conference:
April 5 - 7**
in Annapolis, Maryland
For details and to book
your hotel room,
click [here](#).

Emergency Access to Another Employee's Clients

If an emergency situation arises with a client and the assigned employee is not available, another employee can "take" emergency access to that client's record if he or she has the new security right *ClientEmergencyAccess*. Note that employees can only take emergency access for themselves – they cannot assign emergency access to another employee.



Emergency

To minimize inadvertent access to personal health information, employees need to search for the client they need emergency access to.

You are requesting the ability to assign a client that you currently do not have access to for an **emergency situation**. This action should only be used in an emergency when standard assignment protocol is not able to happen.

This action will cause notifications to supervisors of the emergency situation.

Password: ●●●●●●●●

Continue

EMERGENCY CLIENT ASSIGNMENT: Bucklin, Amy

NAME / ID

ALL ACTIVE

Prog / Team

Filter

Last Name

First Name

City

State

Assign

With two new notification triggers, the appropriate staff can be notified when emergency access has been taken. In addition, the emergency client assignment is recorded in the HIPAA logs.

Printing Reminder Cards for Next 10 Appointments

If a client has multiple services scheduled, you can now print reminders for up to 10 appointments. The new feature is available when you access the Scheduled Service popup from the client's schedule.

Credible

Name: John Doe

Appt. Type: Assess Crisis Plan

Date: 2/11/2011

Time: 09:15 AM

Provider: Jane Smith

Where: Office

300 Park Avenue

Sunnydale, NH 13333

To cancel / reschedule this appointment, call 111-2222

Please arrive 15 minutes before your scheduled appointment time.

Appt. Type: Assess Neuropsych Refer

Date: 2/15/2011

Time: 11:00 AM

Provider: Herman Melville

Credible Best Practices & Other Resources in the Credible Library

To help you use your Credible system effectively, we have made our best practices for prebilling & billing, reconciliation (electronic & manual), revenue recognition setup & month end, and treatment planning available in the [Credible Library](#). Best practices for other workflows such as admission & discharge, front desk, and liability will be available soon. Check out the Library for other helpful resources such as the *Form Builder Training Outline*.

Advanced Client Search Enhancements

Client Search Based on Axis III Conditions & Medical Profile Criteria –

You can now search for clients based on an Axis III condition (by entering the name or code) and criteria from the medical profile.

To see a concatenated list of Axis III conditions and med classes in the search results, select the corresponding fields in Custom Fields.

Multiple rows per client
 Do not repeat headers

ADVANCED SEARCH FILTER:

Weight: >
BMI: >
Total Cholesterol: >
Triglycerides: >
IDL: >
LDL: >
Med Class: >

Special Fields:

Ins Copay
 Medications
 Axis III Conditions
 Programs
 Ins ID 2
 Med Class

Generating Print Views for Multiple Clients in Advanced Client Search –

With the new Show Print checkbox on the Advanced Client Search screen, you can now generate print views for clients in the search results. You can select up to 50 clients at a time and only have to fill out the Print Options popup once.

Show Print Show Exports

| Print / View | ID | Last Name | First Name |
|---|----------|-----------|------------|
| <input checked="" type="checkbox"/> | 556 | Doe | Bucky |
| <input checked="" type="checkbox"/> | 1358 | Doe | John |
| <input checked="" type="checkbox"/> | 1409 | Dolphin | Daniel |
| <input type="button" value="Print / View"/> | 3 | | |

Print Options:

Select ALL
 Hide Empty Profile Fields
 Client Profile
 Client Extended Profile
 Client Episodes

**Next release:
May 21, 2011**

Look for an email with information on what you can expect from the next Credible software release!

Running Any Export Within Advanced Client Search

The Show Template function has been replaced and expanded upon with the Show Exports function. If an export pulls data from a table that has a client ID in it, you can set it up to run within Advanced Client Search. You can also pass parameters such as date range fields.

In Export Builder screen

- Quoted Fields:
- Batch Mode:
- For Template Printout:
- Show on Reports Tab:
- Is Advanced Search:

Multi Select Show Print Show Exports

| Export | ID | Last Name | First Name |
|-------------------------------------|------|-----------|------------|
| <input checked="" type="checkbox"/> | 556 | Doe | Bucky |
| <input checked="" type="checkbox"/> | 933 | Doe | Dosey |
| <input checked="" type="checkbox"/> | 1358 | Doe | John |
| 3 | | | |

 PlannerClientExport

| Preferred_Contact | Last_Name | First_Name | client_id | plan_id |
|-------------------|-----------|------------|-----------|---------|
| Email | Doe | Bucky | 556 | 1647595 |
| Phone | Doe | Dosey | 933 | 2011034 |
| US Mail | Doe | John | 1358 | 2011980 |

Showing Only Mail Order Pharmacies in Pharmacy List

If you are using Credible eRx, you can now filter the pharmacy list to show only mail order pharmacies. If you do a normal pharmacy search, mail order pharmacies will be included in the results if they match the criteria you enter. You can add a mail order pharmacy to your list of favorites.

Prescription for: **John Doe**

Medication: ibuprofen 100 mg Tab

Dosage: Take 2 tablets (200 MG) By Oral Route 1 time per hour as needed with food

Search for Pharmacy:

Name:

City:

State:

Or Zip:

Within:

Include 'Fax Only' Pharmacies

| | Store Name | Address | Location | Primary Phone# | Favorite |
|---------------------------------------|-----------------------------------|-----------------------|-----------------|----------------|------------------------------------|
| <input type="button" value="select"/> | CVS Caremark MailOrder Electronic | 9501 E Shea Blvd | Scottsdale, AZ | (877) 864-7744 | <input type="button" value="add"/> |
| <input type="button" value="select"/> | CVS Caremark MailOrder FAX Only | 7034 Alamo Downs PKWY | San Antonio, TX | (877) 864-7744 | <input type="button" value="add"/> |

Drug Class & Condition Filters in Drug Search Screen

When creating a prescription, you can now search for a drug by medication name, drug class, condition, or any combination of these three filters.

Prescription for: **John Doe**

Medication: Drug Class: -- Select -- Condition: dep

Type a medication name, select a drug class, enter a condition or a combination of the three in the boxes above

Cancel

Depression
Depression associate
Depressive Type Psy
Depression Treatme

| Medication | Generic Equivalent |
|-------------------|---|
| Adapin 10 mg Cap |  doxepin 10 mg Cap |
| Adapin 100 mg Cap |  doxepin 100 mg Cap |
| Adapin 150 mg Cap |  doxepin 150 mg Cap |
| Adapin 25 mg Cap |  doxepin 25 mg Cap |
| Adapin 50 mg Cap |  doxepin 50 mg Cap |
| Adapin 75 mg Cap |  doxepin 75 mg Cap |
| Amitid 10 mg Tab |  amitriptyline 10 mg T |

Confirming Client Has Reported No Meds or Allergies

With a new checkbox on the Client Medications and Client Allergies screens, you can confirm that a client has reported no medications (or prescriptions) or allergies. When you add a medication/prescription or allergy record for a client, the value of the corresponding field (no_med_flag or no_allergy_flag) is set to false and the checkbox is no longer displayed. The two new fields are in the Clients table for reporting purposes.

CLIENT MEDICATIONS: **Peter Pan**

ALL ACTIVE

Medicat

No records available

Client has reported no medications.

CLIENT ALLERGIES: **Don Quixote**

No allergy records available

Client has reported no allergies.

Do you want to share these release notes with a colleague? Email andorinha@credibleinc.com with your request.

We want to hear from you!

If you have an idea, question, or comment regarding Credible software releases or our release process, please call or email Credible today.

Medical Profile Enhancements

Recording additional details about an immunization – You can capture more information about an immunization with the new fields in the Medical Profile screen. The Immunizations section now has a Manufacturer dropdown and fields for the Lot Number and Time. The Dosage field has been changed to an Amount field with a units dropdown (currently, ml is the only option). The immunizations available in the Name dropdown now reflect the ones listed on the CDC website.

Immunizations:

| Date | Immunization | Amount | Manufacturer | Lot # |
|-----------|-----------------------------------|--------|---------------------|-------|
| 1/30/2011 | hepatitis A vaccine, adult dosage | .5 | Abbott Laboratories | 12 |

[delete](#)

Name: Amount: ml Date:

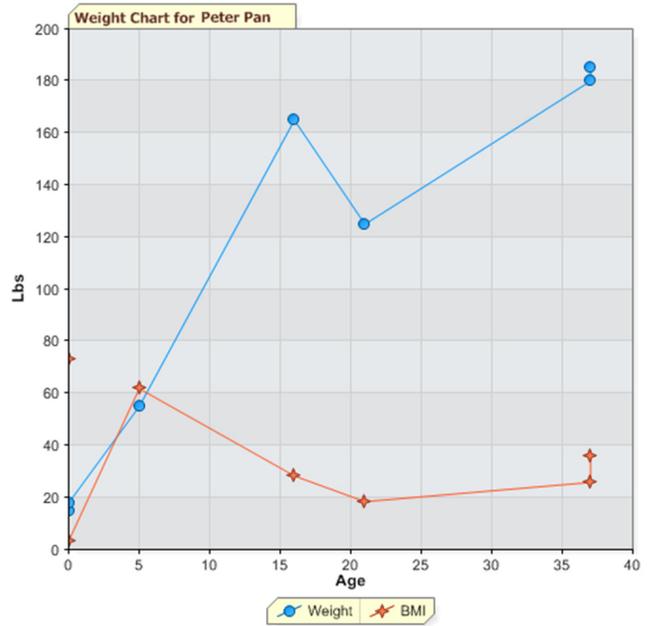
Manufacturer: Lot Number: Time:

[Add Immunization](#)

note: You must click the **Add Immunization button to save an immunization.*

Viewing growth charts for a client

– You can now view height and weight/BMI charts for a client from the Medical Profile screen. The client must have a date of birth in his or her client profile and one or more medical profiles saved for the chart functionality to work.



Contact Us

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Testing the 5010 Standard

With the new 5010 options in the 837 and 270 version code dropdowns in the HIPAA Config screen, you can test your 837 and 270 for HIPAA Accredited Standards Committee (ASC) X12 version 5010.

HIPAA Info:

837P Version Code:

837I Version Code:

834 Version Code:

270 Version Code: