

Problem List – Clinicians Gateway 2022-08

The Problem List is a dynamic log which is available to record problems for a client.

- The Problem list is accessible by all clinicians who have access to the client according to security protocols.
- Problems may be added and ended by multiple, different staff over time
- Staff who add or end problems are automatically pre-populated into the Problem List
- Active problems are listed at the top of the chart
- End-dated problems are moved to the bottom of the chart
- Current problems will populate onto the Progress Note edit screen for reminders
- Availability to add specific problem codes will be governed by the staff type

Check the box to display Instructions
Unchecked is the default value

Show Instructions

Instructions: A problem list shall be created and maintained for SMHS, DMC, and DMC-ODS beneficiaries by the provider(s) responsible for the beneficiary care. The problem list is a listing of symptoms, conditions, diagnoses, and/or risk factors identified through assessment, psychiatric diagnostic evaluation, crisis encounters, or other types of service encounters. A problem identified during a service encounter (e.g., crisis intervention) may be addressed by the service provider (within their scope of practice) during that service encounter, and subsequently added to the problem list. At a minimum, the problem list must include:

- Diagnoses (and Diagnosis- specific specifiers from the Diagnosis and Statistical Manual-5 (DSM-5) shall be included, when applicable) identified by a Licensed Practitioner of the Healing Arts (LPHA) acting within their scope of practice, if any
- Problems identified by other providers acting within their respective scopes of practice, if any.
- Problems identified by the beneficiary and/or significant support person, if any.

SMHS, DMC, and DMC-ODS providers shall add to or remove problems from the problem list when there is a relevant change to a beneficiary's condition. DHCS does not require the problem list to be updated within a specific timeframe or have a requirement about how frequently the problem list should be updated. However, providers shall update the problem list within a reasonable time and in accord with generally accepted standards of practice.

Client: (75087772) TEST, CINDYTWO T

ADD PROBLEM Problems listed chronologically

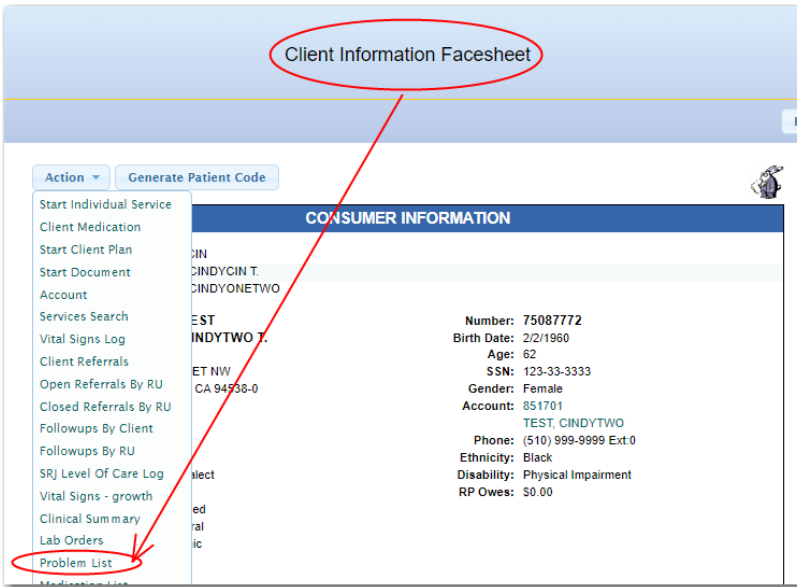
Number	Code	Description	Added By	Job Title/Credential Level	Begin Date	End Date	Ended By	Job Title/Credential Level
1	D69.0	Allergic purpura	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-07-01	Current		
3	G44.00	Cluster headache syndrome, unspecified	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-07-01	Current		
4	F06.2	Psychotic disorder with delusions due to known physiological condition	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-07-01	Current		
5	B27.0	Gammaherpesviral mononucleosis	56789 - Platonix, David A.	Admin/Supp Consultant	2022-07-05	Current		
6	Z59.2	Discord with neighbors, lodgers and landlord	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-07-07	Current		
7	Z59.00	Homelessness-unspecified	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-07-08	Current		
8	Z59.00	Homelessness unspecified	27773 - Madrid, Matt	Admin/Supp Information Systems EHR Dev Spec	2022-07-15	Current		
10	Z59.02	Unsheltered homelessness	27773 - Madrid, Matt	Admin/Supp Information Systems EHR Dev Spec	2022-07-15	Current		
44	Z56-82	Military deployment status	27773 - Madrid, Matt	Admin/Supp Information Systems EHR Dev Spec	2022-07-22	Current		
42	Z91-40	Other personal history of psychological trauma, not elsewhere classified	27773 - Madrid, Matt	Admin/Supp Information Systems EHR Dev Spec	2022-07-27	Current		
13	F25.1	Schizoaffective disorder, depressive type	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-08-09	Current		
14	Z59.9	Problem related to housing and economic circumstances, unspecified	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-08-09	Current		
9	Z59.01	Sheltered homelessness	27773 - Madrid, Matt	Admin/Supp Information Systems EHR Dev Spec	2022-07-15	2022-07-28	27773 - Madrid, Matt	Admin/Supp Information Systems EHR Dev Spec
2	I30.5	Allergic rhinitis due to food	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-07-01	2022-07-02	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst

Deleted problems, entered in error, have strike through

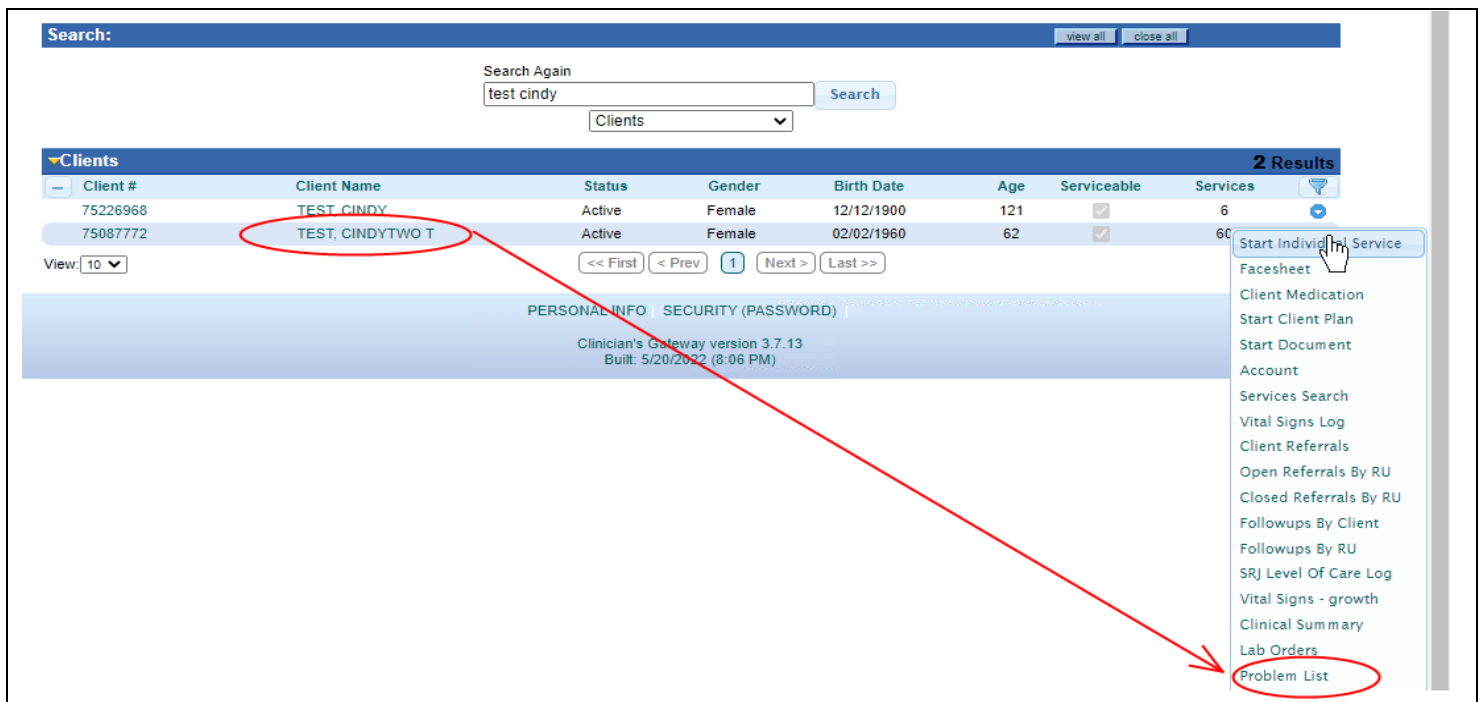
Problems with End Dates move to the bottom

View: 15 << First < Prev 1 Next > Last >>

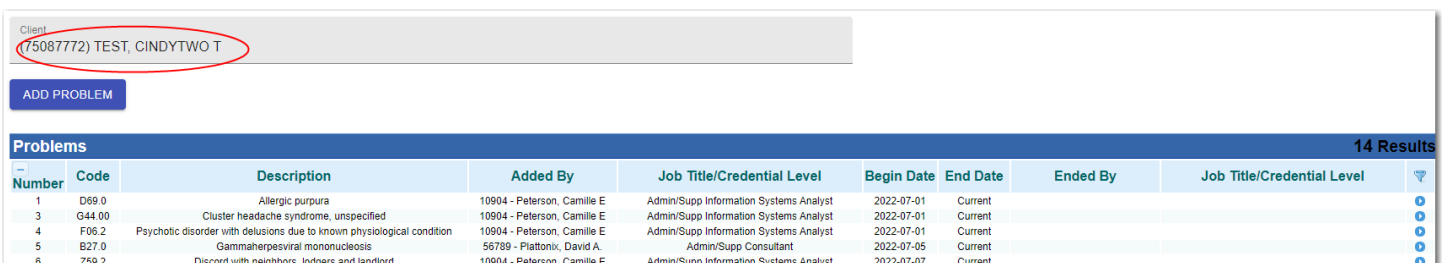
The Problem List may be accessed via the Action menu from the Client Facesheet or the Client Search Results



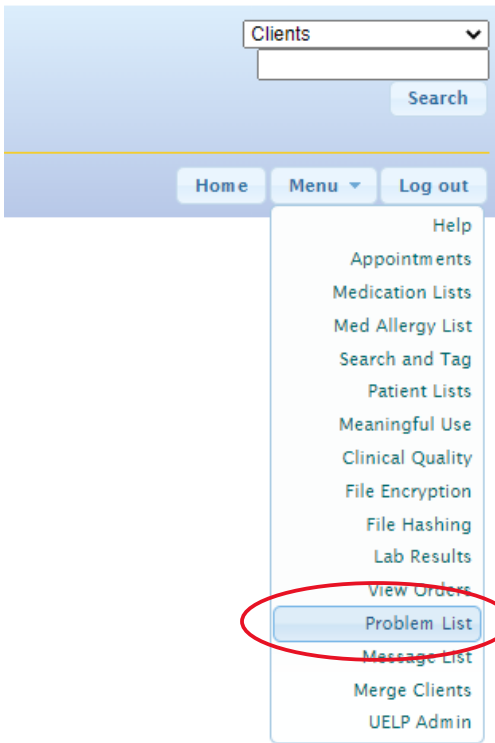
Using Client Search Results – Find the Problem List on the Action Menu



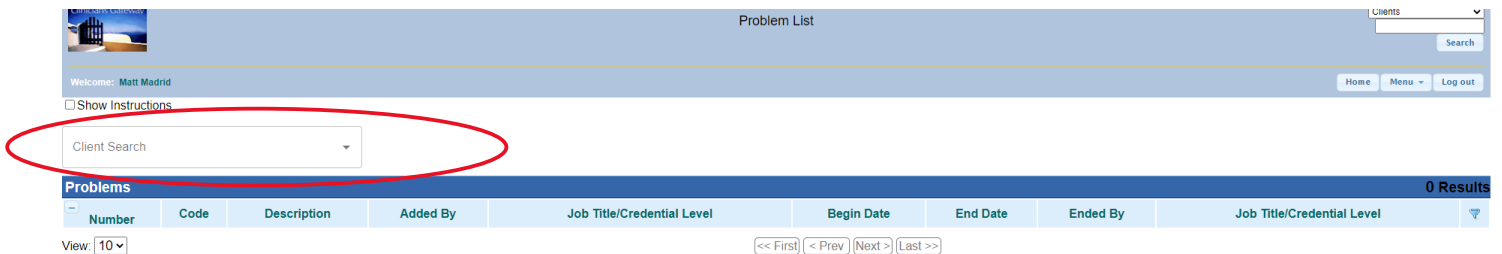
The Client Problem List screen displays referencing the client.



Alternately, you can select the Problem List from the Menu dropdown on any page in CG.



When you start from the Menu drop down, the Problem List page appears but the client is not yet identified. Enter the client name or number in the Client Search box and select the correct option when it appears in the dropdown.



The Problem List would then show as it does below with the option to “Add Problem”.



Problems (Codes & Descriptions) will be available in a drop down and Clinicians Gateway Users should be able to search and select by code or description.

Problems will only be able to be “Added By” and “Ended By” staff practicing within their license type scope. See table below.

- Behavioral Health diagnoses (DSM/ICD10 Diagnosis) (Select F Codes allowed by professional BH staff)
- Physical Health conditions (ICD10/SNOMED Codes) (Only allowed by doctors, NP, CNS, PA)
- Social Determinants of Health Needs (SDoH) (Select Z Codes Z55-Z65 can be added by any staff)

Job Title/ Credential Level In ShareCare	Job Title/ Credential Level In Clinicians Gateway			
Doctors Advanced Practice Med with Rx	Doctors NP, PA, CNS, Pharmacist	Social Determinants of Health (SDoH)	Behavioral Health Dx (DSM/ ICD10 Diagnosis)	Physical Health conditions (ICD10/ SNOMED Codes)
Licensed Clinical Staff Licensed Clinical Psychologist Waivered Clinical Psychologist Registered MH Intern Graduate Student	LMFT, LCSW, LPCC Licensed Clinical Psychologist Waivered Clinical Psychologist AMF, ASW, APCC Graduate Student	Social Determinants of Health (SDoH)	Behavioral Health Dx (DSM/ ICD10 Diagnosis)	
Certified AOD Counselors Registered AOD Counselors Unlicensed Staff Medical Staff Peer Support Specialist (we need to add)	SUDCC SUDRC MHW, QMHW, MHRS PT, LVN, RN	Social Determinants of Health (SDoH)		

To add a problem to the problem list, click on the “Add Problem” button.

Problem List

Welcome: Matt Madrid

Client (75087772) TEST, CINDYTWO T

ADD PROBLEM

Client Search: TEST, CINDYTWO T (75087772)

Number	Code	Description	Added By	Job Title/Credential Level	Begin Date	End Date	Ended By	Job Title/Credential Level
1	D69.0	Allergic purpura	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-07-01	Current		
3	G44.00	Cluster headache syndrome, unspecified	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-07-01	Current		
4	F06.2	Psychotic disorder with delusions due to known physiological condition	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-07-01	Current		
5	B27.0	Gammaphersepsival mononucleosis	56789 - Platonik, David A.	Admin/Supp Consultant	2022-07-05	Current		
6	Z59.2	Discord with neighbors, lodgers and landlord	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-07-07	Current		
7	Z59.00	Homelessness-unspecified	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-07-08	Current		
8	Z59.00	Homelessness-unspecified	27773 - Madrid, Matt	Admin/Supp Information Systems EHR Dev Spec	2022-07-15	Current		
9	Z59.01	Sheltered homelessness	27773 - Madrid, Matt	Admin/Supp Information Systems EHR Dev Spec	2022-07-15	Current		
10	Z59.02	Unsheltered homelessness	27773 - Madrid, Matt	Admin/Supp Information Systems EHR Dev Spec	2022-07-15	Current		
11	Z56.82	Military deployment status	27773 - Madrid, Matt	Admin/Supp Information Systems EHR Dev Spec	2022-07-22	Current		

View: 10 << First < Prev 1 2 Next > Last >>

After clicking on "Add Problem", the page below appears. Find a Diagnosis by starting to type either the ICD-10 code or the description into the dropdown labeled "Diagnosis". Click on the correct option when it appears in the dropdown. Select the begin date.

Problem List

Client
(75087772) TEST, CINDYTWO T

Diagnosis
z59

Begin Date 08/10/2022

Z59 : Problems related to housing and economic circumstances

Z59.0 : Homelessness

Z59.00 : Homelessness unspecified

Z59.01 : Sheltered homelessness

Z59.02 : Unsheltered homelessness

If you are not allowed to use a code, the Diagnosis drop down list will remain in "Loading" status.

Problem List

Client
(75138646) TESTING, TEN

Diagnosis
z99

Loading...

Begin Date 08/20/2022 End Date mm/dd/yyyy

Identified by beneficiary and/or significant support person

SAVE

BACK

If the diagnosis code is not allowed, the "Loading" message doesn't resolve

Please note for SUD users, there is an additional Reporting Unit field as seen below. This field is required. This field determines viewing privileges. Viewing is restricted according to 42CFR pt. 2 regulations. Staff will only be allowed to see problems reported within their RUs.

Clinicians Gateway
SUD

Problem List

Welcome: Matt Madrid

Show Instructions

Problem List

Client
(10067802) TEST, ADAM R

Diagnosis SUD

Reporting Unit Select a Reporting Unit

Begin Date 07/25/2022 End Date mm/dd/yyyy

SAVE

ARCHIVE

BACK

A "By Report" checkbox is available for use by Professional BH staff. This checkbox allows Professional BH staff to add any problem that is allowed for the medical staff when it has been identified by beneficiary and/or other significant support person.

- Check the "Identified by beneficiary and/or significant support person checkbox.

- Search for the diagnosis that is usually restricted to medical staff. SAVE your choice!

- An icon (raised hand) will appear on the Problem List to indicate that the problem was "By Report" (Identified by beneficiary and/or other significant support person)

Number	Code	"By Report" icon	Description	Added By	Job Title/Credential Level	Begin Date	End Date	Ended By	Title/Cr Le
1	Z59.01		Sheltered homelessness	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-08-10	Current		
2	F11.10		Opioid abuse, uncomplicated	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-08-15	Current		
3	T74.01XD		Adult neglect or abandonment, confirmed, subsequent encounter	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-08-19	Current		
4	E08	🙋	Diabetes mellitus due to underlying condition	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-08-29	Current		

Select the Begin Date (required) and click Save. You should see a message appear at the bottom of the screen that says the problem was successfully inserted to the list.

Diagnosis
F25.0 : Schizoaffective disorder, bipolar type

Begin Date 08/29/2022 End Date mm/dd/yyyy Identified by beneficiary and/or significant support person **SAVE**

The problem was successfully inserted

You may now add additional problems or click the Back button to return to the Problem List page

Client (75130257) TESTY, CINDY **ARCHIVE** **BACK**

Diagnosis Begin Date 08/10/2022 End Date mm/dd/yyyy **SAVE**

Add another problem or click "Back" to return to the problem list

PERSONAL INFO | SECURITY (PASSWORD) |
Clinician's Gateway version 3.7.18
Built 7/11/2022 (10:13 PM)

The problem was successfully inserted

END DATING A PROBLEM

To add or update the end date (and update the reporting unit if in SUD) to an existing problem, click on the blue button to the very right of the specific problem. You may have to scroll to the right of your screen if you don't see it.

11 Results

Begin Date	End Date	Ended By	Job Title/Credential Level	
022-07-01	Current			▶
022-07-01	Current			▶
022-07-01	Current			▶
022-07-05	Current			▶
022-07-07	Current			▶
022-07-08	Current			▶
022-07-15	Current			▶
022-07-15	Current			▶
022-07-15	Current			▶
022-07-22	Current			▶



Enter an End Date and click Save. You should see a message at the bottom of your screen that says the problem was successfully updated. Note that no other fields can be changed here.

Show Instructions

Problem List

Client (75087772) TEST, CINDYTWO T ARCHIVE BACK

Diagnosis Z59.01 : Sheltered homelessness Begin Date 07/15/2022 End Date 07/25/2022 SAVE

When end-dated, the problem moves to the bottom of the Problem List.

Client (75087772) TEST, CINDYTWO T

ADD PROBLEM

15 Results

Number	Code	Description	Added By	Job Title/Credential Level	Begin Date	End Date	Ended By	Job Title/Credential Level	
1	D99.0	Allergic purpura	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-07-01	Current			▶
3	G44.00	Cluster headache syndrome, unspecified	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-07-01	Current			▶
4	F06.2	Psychotic disorder with delusions due to known physiological condition	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-07-01	Current			▶
5	B27.0	Gammaherpesviral mononucleosis	56789 - Platonix, David A.	Admin/Supp Consultant	2022-07-05	Current			▶
6	Z59.2	Discord with neighbors, lodgers and landlord	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-07-07	Current			▶
7	Z59.00	Homelessness unspecified	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-07-08	Current			▶
8	Z59.00	Homelessness unspecified	27773 - Madrid, Matt	Admin/Supp Information Systems EHR Dev Spec	2022-07-15	Current			▶
10	Z59.02	Unsheltered homelessness	27773 - Madrid, Matt	Admin/Supp Information Systems EHR Dev Spec	2022-07-15	Current			▶
44	Z56.82	Military deployment status	27773 - Madrid, Matt	Admin/Supp Information Systems EHR Dev Spec	2022-07-22	Current			▶
42	Z91.49	Other personal history of psychological trauma, not elsewhere classified	27773 - Madrid, Matt	Admin/Supp Information Systems EHR Dev Spec	2022-07-27	Current			▶
13	F25.1	Schizoaffective disorder, depressive type	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-08-09	Current			▶
14	Z59.9	Problem related to housing and economic circumstances, unspecified	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-08-09	Current			▶
15	Z59.01	Sheltered homelessness	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-08-10	Current			▶
9	Z59.01	Sheltered homelessness	27773 - Madrid, Matt	Admin/Supp Information Systems EHR Dev Spec	2022-07-15	2022-07-28	27773 - Madrid, Matt	Admin/Supp Information Systems EHR Dev Spec	▶
2	J30.5	Allergic rhinitis due to food	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-07-01	2022-07-02	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	▶

View: 20 << First < Prev 1 Next > Last >>

End-dated problems are dropped to the bottom of the list

REMOVING PROBLEMS ADDED IN ERROR

The Archive button is available to certain defined staff in CG. It is used to remove a problem that was erroneously added to a client. It is not for end-dating a problem. Currently, this permission is granted to the IS System Support staff but may be permitted to other staff in the future.

Problem List

Client
(75087772) TEST, CINDYTWO T

Diagnosis

Begin Date End Date

ARCHIVE **BACK** **SAVE**

An archived problem can only be seen by IS staff. The row will be marked with a strike-through.

Number	Code	Description	Added By	Job Title/Credential Level	Begin Date	End Date	Ended By
1	D69.0	Allergic purpura	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-07-01	Current	
3	G44.00	Cluster headache syndrome, unspecified	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-07-01	Current	
4	F06.2	Psychotic disorder with delusions due to known physiological condition	10904 - Peterson, Camille E	Admin/Supp Information Systems Analyst	2022-07-01	Current	
5	B27.0	Gammaherpesviral mononucleosis	56789 - Platonix, David A.	Admin/Supp Consultant	2022-07-05	Current	
6	Z59.2	Discord with neighbors, lodgers and landlord	10904 - Peterson, Camille E	Admin/Suop Information Systems Analvst	2022-07-07	Current	
7	Z59.99	Homelessness-unspecified	40904 - Peterson, Camille E	Admin/Supp Information Systemc Analyst	2022-07-08	Current	