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

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

Client Information Facesheet

Action ▾   Generate Patient Code

Start Individual Service
Client Medication
Start Client Plan
Start Document
Account
Services Search
Vital Signs Log
Client Referrals
Open Referrals By RU
Closed Referrals By RU
Followups By Client
Followups By RU
SRJ Level Of Care Log
Vital Signs - growth
Clinical Summary
Lab Orders
Problem List

CONSUMER INFORMATION

Number: 75087772
Birth Date: 2/2/1960
Age: 62
SSN: 123-33-3333
Gender: Female
Account: 851701
TEST, CINDYTWO
Phone: (510) 999-9999 Ext:0
Ethnicity: Black
Disability: Physical Impairment
RP Owes: $0.00

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

Search: view all   close all

Search Again
test cindy   Search
Clients

▼Clients   2 Results

	Client #	Client Name	Status	Gender	Birth Date	Age	Serviceable	Services	
	75226968	TEST, CINDY	Active	Female	12/12/1900	121	✓	6	
	75087772	TEST, CINDYTWO T	Active	Female	02/02/1960	62	✓	60	

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

PERSONAL INFO   SECURITY (PASSWORD)

Clinician's Gateway version 3.7.13
Built: 5/20/2022 (8:06 PM)

Start Individual Service
Facesheet
Client Medication
Start Client Plan
Start Document
Account
Services Search
Vital Signs Log
Client Referrals
Open Referrals By RU
Closed Referrals By RU
Followups By Client
Followups By RU
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Problem List

The Client Problem List screen displays referencing the client.

Client
(75087772) TEST, CINDYTWO T

ADD PROBLEM

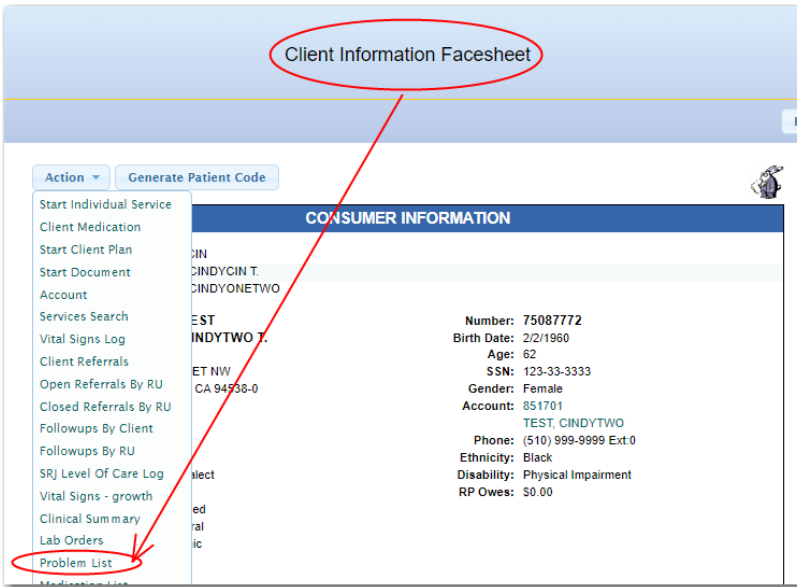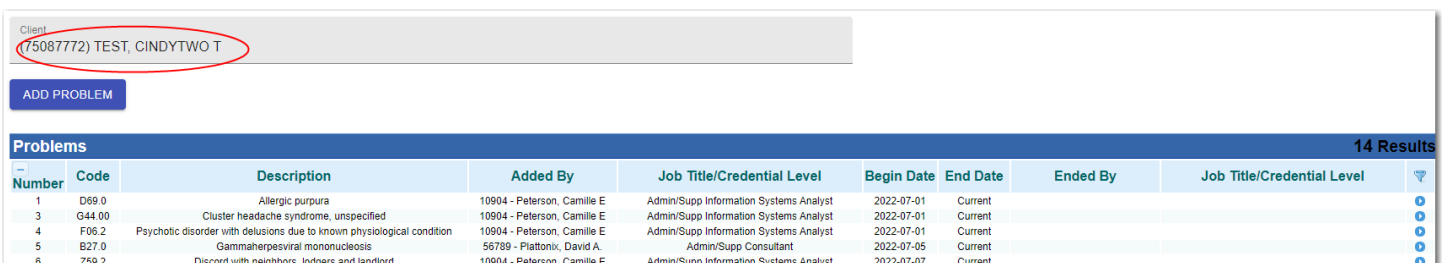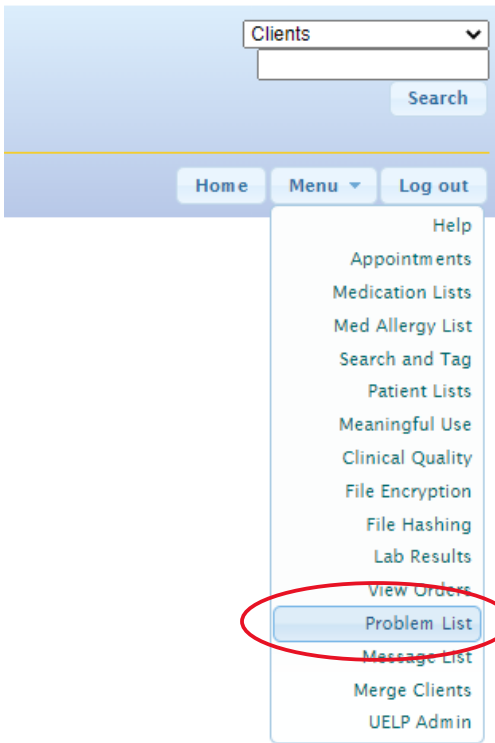**Problems**   14 Results

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 - Plattonix, 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			●

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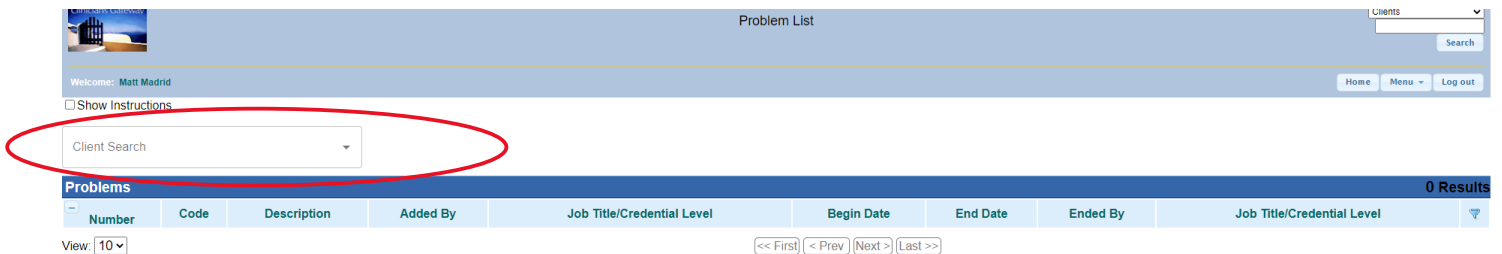
The Problem List would then show as it does below with the option to "Add Problem".

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.

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.

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

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.

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)

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.

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

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.

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.

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

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