



# CLINICIANS GATEWAY AND SERVICE MY OFFICE LIST PAGE WORKBOOK

## Service Entry via Clinicians Gateway

### Clinicians Gateway Service Entry

Clinicians Gateway (CG) is Alameda County's Electronic Health Record (EHR) system. CG is utilized by Alameda County Clinics and Support Programs as well as some Community Based Organizations (CBOs) to document encounters Clients.

1. CG clinical Notes, when finalized by Clinicians, will generate the SmartCare Service records.
2. Nightly, finalized clinical Notes from CG are transferred to SmartCare to create the SmartCare service record.
3. During the Nightly process some services can be rejected and will return to Clinicians Gateway in draft status. Rejected services can be found in the Pending Services list on the homepage in CG. To revise rejected services for re-submission in to SmartCare, see the reject service notice section.

Pending Services										78 Results	
-	Svc #	Gsr #	Client #	Client Name	Provider	Date	Template	Procedure	Sort	Reviewer	
	2625069	75087772	TEST, CINDYTWO	9999CG - CLINIC...	8/9/2016	Clinician P...	311 Collateral	● Approved			
	2688908	75130257	TESTY, CINDY	9999CG - CLINIC...	10/12/2016	Vocational	581 Plan Dev...	○ Draft			
	2813228	75087772	TEST, CINDYTWO	9999CG - CLINIC...	2/14/2017	Guidance ...	377 90839 Cri...				
	2976647			01PH3 - AHS API...	7/12/2017	UEL P	699 Other Acti...	○ Error			
	2991264	75087772	TEST, CINDYTWO		7/26/2017	Refer Create					
	3353046	28617	TEST, CINDYTWO	9999CG - CLINIC...	3/29/2018	Clinician P...	391 Group Re...	○ Wait	Peters...		
	3353047	75087772	TEST, CINDYTWO	9999CG - CLINIC...	6/9/2018	Med Support	377 90839 Cri...	○ Draft			

4. Use the Services (My Office) List Page to view services transferred from CG into SmartCare from the previous night.

Unable to load the picture

5. Clerical staff will need to monitor for potential missing services by logging into CG to review existing Clinical Notes (using the Advance Search for services on the homepage). This needs to be completed prior to the 3<sup>rd</sup> working day of the month.

Advanced Search

For: Services (highlighted with a red box)

Type: Any

Status: Any

Date: Anytime

at provider: Everywhere

Search

- Pending and Draft Notes should be finalized, for successful transfer to SmartCare. Services should post before the first Medi-Cal test claim is scheduled to run.
- Clerical Staff should also look for missing Services that were never written in CG to alert Clinicians to write their Notes.

### Clinicians Gateway (CG) Reject Service Notice

- CG clinical notes finalized by the Clinicians generate the SmartCare Service records.

- Nightly, finalized clinical Notes from CG are transferred to SmartCare to create the SmartCare Service records.
- If during the nightly transfer process, the CG Service record is rejected the Service **NOTE** will be reverted to “Draft” status and returned to the clinician’s Pending Services list in CG, with the rejection reason added to the Notes.

- The Clinician or Clerical staff are responsible for updating the enrollment or billing data so the **NOTE** can be finalized for transfer to SmartCare again.
- CG Service records may be rejected due to the following:
  - **SmartCare enrollment** opening date is after the CG date of Service.
  - **SmartCare enrollment** closing date is before the CG date of Service.
  - CG Service date is not a valid **SmartCare** Service day (e.g. Service provided on weekend when facility is closed).
  - Clients are not enrolled in the Program.
  - Procedure code not allowed for Clinician’s staff type.
  - Procedure code not allowed for Program
  - Service duration not allowed for procedure code

## Clinicians Gateway (CG) Reporting

List of services can be generated using the Advanced Search in CG or the Search and Tag feature in CG. **NOTE:** There is a Clinician’s Gateway (CG) Manual for reference, which contains additional details on the Providers website.

## Services (My Office) List Page

The Services (My Office) List Page has several functionalities. These Functionalities Include:

1. **Generate a “New” and/or Modify a Service Record** (as previously explained in Chapter 5 of the Service Entry Manual)
  - a. Edit or modify services in “Show” Status that have not been “Completed”, select, and edit from the list page.
  - b. View completed services.
  - c. Review services uploaded from Clinician’s Gateway.
2. **Reporting Tool**
  - a. The Services (My Office) List page will replace INSYST MHS 442 Daily Service Audit Listing and MHS 696 Monthly Client Services Listing Reports. The filter section allows the users to search for data in real-time.
  - b. Use the list page to query on certain search parameters to display service information for the users CDAG group. Information can be filtered and sorted.
3. **Troubleshoot Common Service Records Errors and Warnings**
  - o Research and Review Service Errors and Warnings.

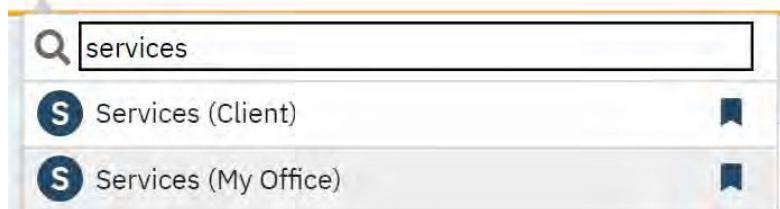
This section will discuss the Services (My Office) List Page as a reporting tool. The next chapter will discuss how to troubleshoot common service record errors and warnings using the Services (My Office) List Page.

### Services (My Office) List Page Reporting Functionality

The Services (My Office) List page will replace the legacy systems MHS 442 and MHS 696 Reports. The filters allow the users to search for data in real-time. Use the list page to query on certain search parameters to display service information for the users CDAG group. Information can be sorted and exported to Excel as a CSV file.

**To access service information on the Services (My Office) List Page for reporting purposes follow the below steps.**

- 1.) Click on the magnifying glass and type and select Service (My Office)



- 2.) The Service (My Office) List Page will display.

The screenshot shows the SmartCare application interface for the 'Services (136)' list page. The top navigation bar includes the SmartCare logo, a search bar, and a user dropdown for 'Myrna TestcaseCarvalho'. The main title is 'Services (136)'. On the left, a sidebar lists 'My Office', 'Client', 'Program', 'Administration', 'Provider', and 'My Reports'. The main content area displays a table of service records with columns: Client Name, DOS, Units, Charge (Rate Id), Procedure, Status, Clinician, Program, Location, and Comment. A red box highlights the filter area at the top of the list page, which contains dropdowns for 'All Services', 'All Service Statuses', 'Include Do Not Complete', 'H.A.A.R.T - GTP CORE (016)', 'Financial Assignment', and an 'Apply Filter' button. Below these are filters for 'All Locations', 'All Procedure Codes', 'All Clinicians', 'All Service Entry Staff', 'All Service Areas', and 'Service Id'. There are also date filters for 'Entered From' and 'Entered To', and time filters for 'DOS From' and 'DOS To'. At the bottom of the filter area are checkboxes for 'Include Services created from Claims', 'Only show Services with Add On Codes', 'Only show Non-Billable Services', 'Show Only Active Clients', and 'Client Name' with a search input field.

3.) Use the filter area to query and search for service records. When all applicable filters have been set. Select the **Apply Filter** button. The data in the list area will refresh to reflect within the filter criteria.

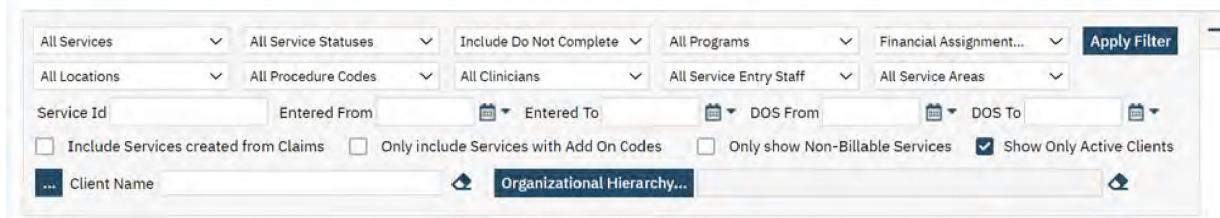
### Services (My Office) List Page Filters

The below tables list the Services (My Office) List Page filters and has a brief description of their purpose.

Filter	Purpose/Description
<b>All Services</b>	Filters the list Page by service error and warning messages
<b>All Service Statuses</b>	Filters the list page by service status e.g. "Show", "Complete", "Error" etc.
<b>Include Do Not Complete</b>	N/A not using this filter/functionality currently.
<b>All Programs</b>	Filters the list page by the Users CDAG Security Assigned Programs
<b>Financial Assignment</b>	Filters the list page by the Clients Coverage Plan
<b>All Locations</b>	Filters the list page by Service Location
<b>All Procedure Codes</b>	Filters the list page by Procedure code
<b>All Clinicians</b>	Filters the list page by Staff providing the service
<b>All Service Entry Staff</b>	N/A
<b>All Service Areas</b>	N/A
<b>Service Id</b>	Filters the list page by system generated unique service identifier assigned when saving a service record

<b>Entered From/ Entered To</b>	Filters the list page by SmartCare Service entry date stamp, using date ranges
<b>DOS From/DOS To</b>	Filters the list page by SmartCare Service entry Start date, using date ranges
<b>Include Services Created for Claims</b>	N/A
<b>Only Service with Add-On Codes</b>	Filters the list page by services with Add-On Codes ONLY
<b>Only Show Non-Billable Services</b>	Filters the list page by “Non-Billable” services
<b>Show Only Active Clients</b>	Filters the list page by active clients with the program enrollment status of enrolled
<b>Client Name</b>	Filters the list page for the clients' services ONLY

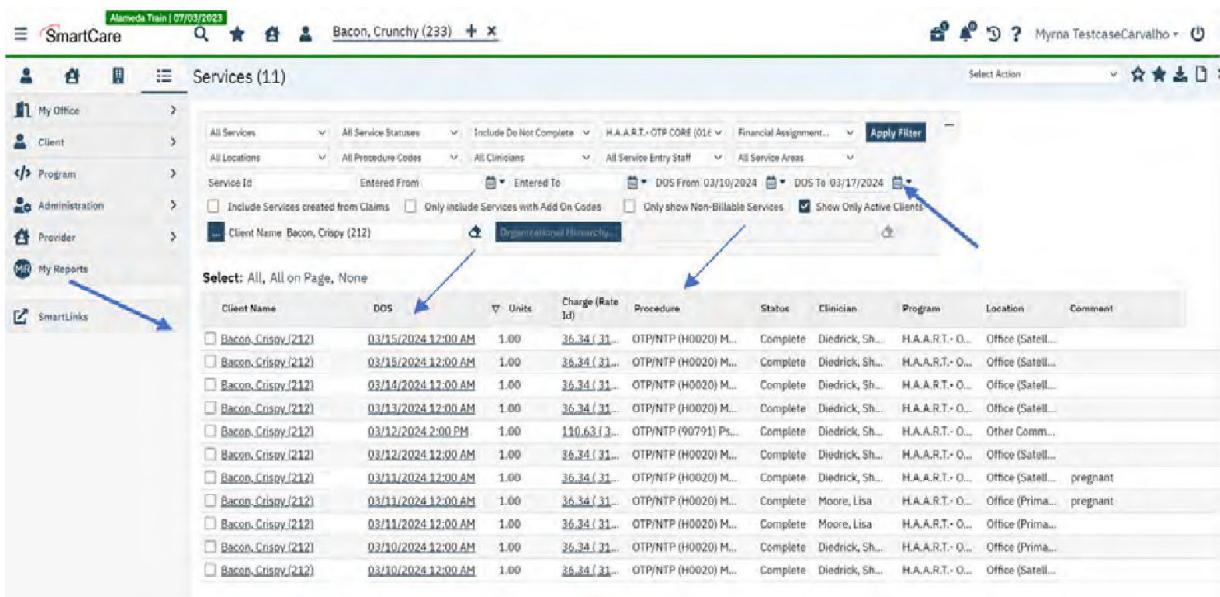
## Services (114)



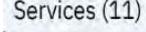
The screenshot shows the SmartCare Services list page. At the top, there are several dropdown filters: 'All Services', 'All Service Statuses', 'Include Do Not Complete', 'All Programs', 'Financial Assignment...', 'All Locations', 'All Procedure Codes', 'All Clinicians', 'All Service Entry Staff', 'All Service Areas', 'Service Id', 'Entered From', 'Entered To', 'DOS From', 'DOS To', and checkboxes for 'Include Services created from Claims', 'Only include Services with Add On Codes', 'Only show Non-Billable Services', and 'Show Only Active Clients'. Below these filters is a 'Client Name' search bar and an 'Organizational Hierarchy...' button. A red warning icon (exclamation mark in a triangle) is positioned on the left side of the page.

**IMPORTANT NOTE:** Some list pages will default filter selections. It is recommended to always check your filter area and update your selections prior to selecting the **Apply Filter** button.

The return values and data will be displayed in the List Area table (see below example).



The screenshot shows the SmartCare Services list page with data displayed in a table. The table has columns: Client Name, DOS, Units, Charge (Rate Id), Procedure, Status, Clinician, Program, Location, and Comment. The data table lists 11 entries for 'Bacon, Crispy (212)'. A blue arrow points from the 'Client Name' filter dropdown in the top navigation to the 'Client Name' column in the table. Another blue arrow points from the 'DOS From' and 'DOS To' filter dropdowns in the top navigation to the 'DOS' column in the table.

The number in parentheses next to the title of the screen,  informs on how many service records met your filter criteria.

To collapse the filter area, select the  icon next to the Apply Filter button. To expand the filter area, select the  icon.

Use the  icon to delete the field information.

The  icon allows the user to export the information to Excel as a CVS file.

Use the  icons to setup favorite filters or to access saved filters to used frequently.

### Service (My Office) List Page Data Table Columns and Return Values

The below tables list the Services (My Office) list area data columns, with a brief description of their purpose. Once the user has selected the applicable filters, review the service record information. The data table has 15 columns of information.

Data Column	Purpose/ Description
<b>Client Name and Status Action Check box</b>	Display the Client name and Client ID. By Selecting the action check, the user can update a service status using the list page.
<b>DOS (Date of Service)</b>	Display the service record date and start time. Clicking the hyperlink in DOS column will open the service detail screen for that service.
<b>Units</b>	Identifies the number of units used for this Service. NOTE: This identifies the duration unit specified on the General tab in the Entered As field for this procedure code.
<b>Procedure</b>	Displays the procedure code and description performed during that service.
<b>Group Note</b>	N/A
<b>Charge ID</b>	N/A
<b>Status</b>	The status of the Service ("Show", "Completed", "Errored")
<b>Clinician/Provider</b>	Displays the clinician/provider that provided the Service.
<b>Program</b>	Displays the program of service
<b>Location</b>	Displays the location where the Service was delivered
<b>Comment</b>	Displays Comments from both the Batch Service Screen and the Service Detail Screen
<b>Failure to Complete Reason</b>	Displays if the service record has any error messages or warnings, found during service validation checks and/or the service completion process
<b>Add-On Code</b>	Displays the services Add-On Code(s), when applicable
<b>Group Name</b>	N/A
<b>Telehealth</b>	N/A

**NOTE:** Data field columns can be sorted in ascending or descending order by double clicking in the right-hand corner of the column header field.

Use the **Select:** All, All on Page, None options to adjust how many records are viewed in the list area at a given time.

The user can filter and research service records as needed and necessary using the Services (My Office) List Page. Next learn how to identify and address service record errors and warnings.

## Chapter 9: Troubleshooting Common Service Issues

Earlier in the manual we displayed the service entry workflow diagram and discussed the system requirements for ensuring successful service entry. This Chapter discusses how to identify services that have error messages and warnings upon validation checks and service completion processing.

Before services can be recorded the client must be registered and enrolled in the program providing the service on the service date and have a signed diagnosis document.

When a service is entered into the SmartCare system it will be placed into “Show” status. “Show” status indicates that the service was delivered. The SmartCare system will run a nightly service completion process. The service completion process validates the service and checks the service for any service completion errors or warnings. Services that have error messages or warnings will remain in “Show” status until all errors and warnings are addressed and corrected.

Services that meet system setup requirements and have no validation errors or warnings, will move from a “Show” status to a “Complete” status (similar to the INSYST service posting workflow) and generate a charge. When a service is in “Complete” status and a charge is generated, it can no longer be altered and/or changed.

Once the charge is generated and the service status is “Complete”, an additional nightly process runs to validate and check the charge for any claiming error messages or warnings. Charges that have error messages or warnings will remain in a “Complete” status until all claiming errors and warnings are addressed and corrected. Charges that meet system setup requirements and have no claiming validation errors or warnings, will move from “Complete” status to “Ready to Bill” status for claim submission. Charges are then claimed to the State by ACBH.

### Common Service Entry Validation Errors

Here are some frequently encountered validation errors during Service Entry and Completion Processing:

Error Type ID	Service Completion Error and Warning Messages
4401	This procedure requires a clinician to be specified for the service.
4403	Unable to find a matching rate for the selected procedure.
4404	Billing diagnosis required for completing the service
4406	Authorization is required
4407	Auth requested but not approved
4410	Financial information has not been completed for this client.
4411	Duration does not match DateTime In/DateTime Out.
4412	End Date does not equal Start Date.
4413	Duration cannot be negative.
4414	Service Date/Time does not match Time In/Time Out.
11127444	Please enter valid Start Time
11127445	Please enter valid Duration
11127446	Please enter valid End Time
11134507	Pregnancy Indicator is required

11134508	Pregnancy Indicator does not match the value set on the Claim.
11136057	Pregnancy Indicator cannot be set as "No" or "N/A"

Once the user has addressed the error and/or warning message, the service will remain in "Show" status until the next scheduled nightly "Completion" processing is done. The service will go through the same validation checks and balances as previously done to ensure the error is corrected and the service can then be moved from "Show" to "Complete" status.

### **Service Entry Setup**

The Service entry process is generally straightforward and automated. However, certain circumstances may necessitate manual intervention. Incomplete or incorrectly entered information can result in claims or charges remaining on list pages without clearance or payment.

The following is a compilation of frequently encountered issues, accompanied by troubleshooting tips for each major step.

#### **Client Record Issues:**

1. General: Client lacks Name, **HOME** Address, or SSN under Client Information
2. Gender must be entered under Demographics.

#### **Service Entry Issues:**

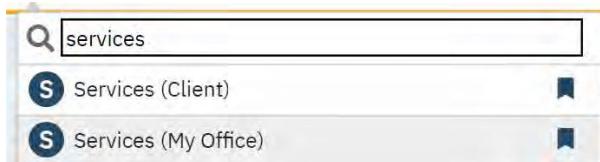
**If you are experiencing issues with the Service, some of the most common issues are:**

1. For a Service to complete, the service date must be today's date, or earlier and the status must be "Show". Select the location and program before entering a procedure and other service information.
2. Service Status must be "Show" to begin the billing process.
3. The Service must include entries in the Staff, Procedure, Program, Location, Date and Duration fields. Mode of Delivery and Pregnancy Indicator. And Emergency Indicator as applicable.
4. If Programs do not populate, ensure the staff member is entered in the Clinician field and is assigned to Programs under Staff detail and the Client is enrolled in a corresponding program.
  - a. That the Procedure Code is not listed under "These codes are not billable to this plan" rule.
  - b. That the Service Area for the Plan matches the Service Area for the Program.
5. The Status remains "Show" after other troubleshooting, and you cannot progress to complete.
  - a. Open the Service Detail by selecting the Date of service hyperlink from the Service list page. View the reasons that the service will not complete in the section near the bottom.

#### **Using the Services (My Office) List Page to Research and troubleshoot Errors and Warnings**

**To use the Service (My Office) List Page to Research and Troubleshoot Errors and Warnings follow the below steps.**

- 1.) Click on the magnifying glass and type Service (My Office)



2.) Apply Applicable filters as needed. Once all filters are set, select **Apply Filter** button.

Client Name	DOB	Office	Charge Rate (hr)	Procedure	Status	Clinician	Program	Location	Comments	Failure Is (Selectable)	Add DR Codes	Group Name	Total Health
Barb_Grant (230)	03/13/2004 09:00 AM	583.86 / 3...	OTPN/TP-(H0007) SU...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...	Emergency	Financial informa...				
Bacon, Courtney (231)	03/13/2004 11:00 AM	25.22 / 1...	OTPN/TP-(H0021) SU...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...		Financial informa...				
Beth (153), Leah (229)	03/13/2004 11:00 AM	110.81 / 3...	OTPN/TP-(H0021) SU...	Show	Maria, Lisa	H.A.A.R.T.-0...	Office (Prim...		Billing diagnosis re...				
Terrence, Neal (215)	03/13/2004 11:00 AM	55.34 / 3...	OTPN/TP-(H0025) M...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Prim...		Billing diagnosis re...				
Test-Arvel (115)	03/13/2004 12:00 PM	56.34 / 3...	OTPN/TP-(H0025) M...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Prim...		Billing diagnosis re...				
Plane/TEST, Leah (216)	03/13/2004 09:00 AM	15.50 / 3...	OTPN/TP-(H0015) 1m...	Show	Maria, Lisa	H.A.A.R.T.-0...	Office (Prim...		Billing diagnosis re...				
Test11, Arvel (234)	03/13/2004 11:00 AM	25.52 / 3...	OTPN/TP-(H0016) 1m...	Show	Maria, Lisa	H.A.A.R.T.-0...	Office (Prim...		Billing diagnosis re...				
Terrence, Neal (209)	03/13/2004 09:00 AM	210.81 / 3...	OTPN/TP-(H0079) M...	Show	Maria, Lisa	H.A.A.R.T.-0...	Office (Prim...		Billing diagnosis re...				
Bacon, Grunich (228)	03/13/2004 12:00 PM	26.28 / 3...	OTPN/TP-(H0020) M...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...		Financial informa...				
Beth (153), Leah (229)	03/13/2004 12:00 PM	26.28 / 3...	OTPN/TP-(H0020) M...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...		Financial informa...				
Buster, Reid (192)	03/13/2004 12:00 PM	34.34 / 3...	OTPN/TP-(H0020) M...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...		Financial informa...				
Deva, Sharmi (770)	03/13/2004 12:00 PM	25.38 / 3...	OTPN/TP-(H0020) M...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...		Financial informa...				
Devin, Leonta, Hana (613)	03/13/2004 12:00 PM	36.34 / 3...	OTPN/TP-(H0020) M...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...		Financial informa...				
Dow, John (1023)	03/13/2004 12:00 PM	56.34 / 3...	OTPN/TP-(H0025) M...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...		Financial informa...				
Georgette, Jim (338)	03/13/2004 12:00 PM	23.39 / 3...	OTPN/TP-(H0003) SU...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...		Emergency				
Green, Investor (407)	03/13/2004 12:00 PM	25.24 / 3...	OTPN/TP-(H0020) M...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...		Financial informa...				
Mac, Jon (1027)	03/13/2004 12:00 PM	25.24 / 3...	OTPN/TP-(H0020) M...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...		Financial informa...				
Mosan, Bid (355)	03/13/2004 12:00 PM	35.34 / 3...	OTPN/TP-(H0020) M...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...		Financial informa...				
Patrick, Susan (818)	03/13/2004 12:00 PM	25.20 / 3...	OTPN/TP-(H0020) M...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...		Financial informa...				
Plane/TEST, Davis (219)	03/13/2004 12:00 PM	51.77 / 3...	OTPN/TP-(H0212) P...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...		Billing diagnosis re...				
Plane/TEST, Leah (216)	03/13/2004 12:00 PM	36.34 / 3...	OTPN/TP-(H0020) M...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...		Billing diagnosis re...				
Reed, Devin (126)	03/13/2004 12:00 PM	26.28 / 3...	OTPN/TP-(H0020) M...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...		Financial informa...				
Smith, Arvel (122)	03/13/2004 12:00 PM	26.28 / 3...	OTPN/TP-(H0020) M...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...		Financial informa...				
Smith, Arvel (123)	03/13/2004 12:00 PM	26.28 / 3...	OTPN/TP-(H0020) M...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...		Financial informa...				
Smith, Zach (100)	03/13/2004 12:00 PM	26.28 / 3...	OTPN/TP-(H0020) M...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...		Financial informa...				
Bacon, Grunich (228)	03/13/2004 12:00 PM	26.28 / 3...	OTPN/TP-(H0020) M...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Prim...		Emergency				
Bacon, Courtney (231)	03/13/2004 12:00 PM	36.34 / 3...	OTPN/TP-(H0020) M...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...		Financial informa...				
Terrence, Alondra (203)	03/13/2004 12:00 PM	36.34 / 3...	OTPN/TP-(H0020) M...	Show	Derrick, Sh...	H.A.A.R.T.-0...	Office (Satell...		Billing diagnosis re...				

3.) Review the data in the list page area, research the service record by clicking on the hyperlink in the DOS data column.

4.) Once in the service record, correct and modify the service to address the error or warning message.

SmartCare

Bacon, Crunchy (233)

Service Detail

Service Detail Billing Diagnosis Authorization(s)

Client: Bacon, Crunchy Status: Show Start Date: 03/15/2024 End Date: 03/15/2024 Program: H.A.R.T-OTP CORE/01

Procedure: OTP/MT (HODS) SUD Group Counseling Status: Show Start Date: 03/15/2024 End Date: 03/15/2024 Program: H.A.R.T-OTP CORE/01

Clinician Name: Dedrick, Shelly Location: Office (Satellite) Attending: Referring:

Client was present Other Person(s) Present: Cancel Reason:

Group Charge: \$20.00 Balance: Rate ID: 108

Billable  Do Not Complete

Mode Of Delivery: Other Travel Time: Minutes Note:

Face to Face Time: Minutes Documentation Time: Minutes

Emergency Indicator: No  Override Charge Amount Overridden By:

Evidence Based Practice:  Override Errors Overridden By:

Transportation Service:  Interpreter Services Needed

**Warnings / Errors**

Date	Error Type	Error Message
03/15/2024 01:05 AM	4410	Financial information has not been completed for this client.

5.) Once the error message is corrected. Resave  the service in “Show” Status, The service will be revalidated and rerun through the service completion process during the next scheduled job.

SmartCare

Bacon, Crispy (213)

Service Detail

Service Detail Billing Diagnosis Authorization(s)

Client: Bacon, Crispy Status: Complete Start Date: 03/15/2024 End Date: 03/15/2024 Program: H.A.R.T-OTP CORE/01

Procedure: OTP/MT (HODS) SUD Group Counseling Status: Complete Start Date: 03/15/2024 End Date: 03/15/2024 Program: H.A.R.T-OTP CORE/01

Clinician Name: Dedrick, Shelly Location: Office (Satellite) Attending: Referring:

Client was present Other Person(s) Present: Cancel Reason:

Group Charge: \$20.00 Balance: \$ 0.00 Rate ID: 108

Billable  Do Not Complete

Mode Of Delivery: Other Travel Time: Minutes Note:

Face to Face Time: Minutes Documentation Time: Minutes

Emergency Indicator: No  Override Charge Amount Overridden By:

Evidence Based Practice:  Override Errors Overridden By:

Transportation Service:  Interpreter Services Needed

**Warnings / Errors**

Date	Error Type	Error Message	Next Step
		Financial info not displayed	