

- MEMORANDUM -

DATE: September 2, 2022
TO: All Alameda County Behavioral Health (ACBH) Providers
FROM: Torfeh Rejali, Quality Assurance (QA) Administrator *Torfeh Rejali*
SUBJECT: **Problem List Improvements in Clinician's Gateway (CG)**

The purpose of this memorandum is to announce the implementation of Problem List improvements in the Clinician's Gateway (CG) Mental Health Services (MHS) and Substance Use Disorder (SUD) environments. CG is ACBH's Electronic Health Record that is utilized by many County providers. **This memo is informational only.**

CG Updates: The following improvements have been made in the CG MHS and SUD environments:

1. **Refinement of Drop-Down List.** Problems displayed in the drop-down are now only those which are allowed, as determined by the scope of practice of the user and by Department of HealthCare Services (DHCS). Codes which are not allowed are not displayed.
2. **Revision of [List of Allowed F Codes](#).** "Licensed" staff has changed to "Professional BH" staff in the title and header.
3. **Addition of [Allowed T and Z Psychosocial Codes](#)** for use by Professional BH staff (codes as allowed by DHCS). MHS and SUD codes are also available to Professional BH staff in both environments.
4. **Addition of "By Report" Button** for use by Professional BH staff. This option allows Professional BH staff to add any problem that is allowed for the medical staff. Medical problems identified by the beneficiary and/or other significant support person can be added to the list using this option. An icon (raised hand) will appear on the Problem List to indicate that the problem was "By Report".
5. **Revision of [Problem List Guidelines](#).**
 - a. CNS and Pharmacist have been added to the grid of which codes are available to MD/Nurse scope of practice.
 - b. An **Archive Button** will be launched next week. This button can be used by all staff to remove a problem that was erroneously added to the list. This option should not be used to close a problem that has been resolved or being deferred.

* **Note:** No changes have been made to the [List of Allowed Z Codes for All Staff](#).

The above documents can be found on the *Clinician's Gateway* section of the [ACBH Provider Website](#) under *Forms*.





MENTAL HEALTH & SUBSTANCE USE SERVICES

Next Steps: The ACBH QA team continues to offer opportunities for quality improvement, including QA Technical Assistance, monthly SMHS and SUD Brown Bag meetings and training opportunities throughout the year. Providers are encouraged to take advantage of these resources to ensure compliance with Medi-Cal and County quality requirements.

We invite you to visit the ACBH QA website for resources and informational memos at [BHCS Providers Website \(acbhcs.org\)](https://www.acbhcs.org).

For questions, please contact QATA@acgov.org.



Alameda County Behavioral Health Care Services
A Department of Alameda County
Health Care Service Agency