

# Behavioral Health (Clinical)

## Functionality Brief



The Clinical functionality in MEDITECH's Behavioral Health solution helps your agency manage both the quality and cost of care you provide. This fully integrated, client-focused system supports a continuum of mental healthcare, ranging from emergency crisis intervention, acute and long-term care hospitalization, short-term episodic outpatient treatment services, and longer-term rehabilitative outpatient mental health services.

### *Highlights:*

- Manage clients and document their treatments at the point of care via status boards, flowsheets, and assessments
- Coordinate care via flexible, multi-disciplinary care planning
- View client records electronically and immediately see changes in their conditions and results
- Place and sign orders and perform conflict checks
- Manage and coordinate caseloads, program enrollment, and group therapy documentation

### *The Behavioral Health Solution Enables Clinicians and Staff to:* **Manage Clients and Document their Care**

A Patient Care System feature offers clinicians the ability to create and electronically document interdisciplinary plans of care required for client-focused care delivery. Provider orders can even be used to drive the development of care plans. In addition, clinicians can document everything from assessments to interventions and medication administrations at the point of care using either fixed or mobile devices. When documenting, clinicians have the option to use:

- Customizable point-and-click and free text queries to complete assessments, outline goals, and document outcomes
- Centralized spreadsheets for recording interventions while viewing and trending data, such as vital signs
- Narrative documentation, which includes full word processing capabilities, and Stedmen's medical spell check
- Annotated images to document details about injuries or wounds.

In addition, clinicians can manage their workflow via customizable status boards. These status boards enable staff to view pertinent client demographic and clinical data; define event flags; receive real-time notifications of abnormal and critical results; quickly scan due/overdue interventions, orders, and medications; and generate a client list for group program documentation.

### **Access the Client's Enterprise Medical Record from a Central Location**

MEDITECH's Electronic Health Record (EHR) provides a centralized location for clinicians to view real-time client information captured across the continuum of care, both within the MEDITECH enterprise and from other vendor systems. Clinicians can view information based on a single episode of care, or over the span of a client's lifetime. Your agency can also design flexible clinical panels to group client data into clinically meaningful

displays where clinicians can compare all facets of client data, making it easier to trend and interpret information. These panels can be based on your organization type, as well as tailored to the specific needs of individual users and departments. For those agencies that span beyond behavioral health services, users can also select data displays customized for other settings, such as acute or long-term care. The EHR enables clinicians and other mental health staff to:

- Review a summary of a client's current activity, as well as a snapshot of his or her complete visit history
- Make informed decisions regarding client assessments and treatments
- Protect the security and confidentiality of client information by establishing roles-based access and restrictions
- View both global and individual notes related to each client's completed group program sessions.

### Place Orders and Utilize Decision Support

An Order Management feature enables care providers to place unlimited real-time orders quickly and accurately from a centralized location. In addition, clinicians and mental health staff can:

- Provide access to ordering processes through a central desktop
- Reduce medication errors and costs with decision support and safety checks
- View client information and test results during ordering to promote more informed decision making
- Standardize and simplify order entry by using customized order sets to place a group of orders for one or more departments
- Generate series orders with user-defined limits
- Track the status of orders as well as retrieve clinical data
- Electronically sign orders.

### Manage and Coordinate Care and Caseloads

MEDITECH's Care Management functionality provides staff with access to all of their most common routines from a central desktop, helping them better coordinate their clients' care. From the Care Manager Desktop, staff can manage caseloads, enroll clients in programs, monitor waitlists, plan treatments, and perform assessments. Care Management features enable staff to:

- Track and document phone calls, including contact information and reason for call, and when available, link to a pre-existing client account
- Review records of potential clients, in order to perform needs determinations; monitor the referral, application, and approval process; and make informed decisions on a person's eligibility to receive requested services
- Track the enrolled client's progress utilizing notes and outcomes readily available via comprehensive inquiry and history displays
- Effectively manage waitlists to measure the capacity of available services in multiple facilities and quickly enroll the client into the necessary programs once space is available
- Sort dynamic client lists according to specific groups, and organize information based on priority, status duration, requested programs, and services.

## Reap the Benefits of Integration

MEDITECH's Behavioral Health solution enables your agency to share information with acute care hospitals and ambulatory facilities across your MEDITECH network. Integration between MEDITECH's Behavioral Health Clinical and Administrative functionality, as well as with MEDITECH's Scheduling and Referral Management and ancillary applications enables your agency to function more effectively. Clinicians and other mental health staff—including treatment team members, case managers, and supervisory personnel—can:

- Access demographics, family contact data, insurance coverage, diagnostic (DSM IV) Axis codes, and leave-of-absence/hold days
- Incorporate a client's strengths and weaknesses within the care plan based on DSM IV diagnostic codes
- Utilize client lists from Community-Wide Scheduling to associate global note documentation with the appropriate group program attendees
- View scheduled appointments across the enterprise to manage programs and services more efficiently
- Transmit medication orders to Pharmacy for verification, conflict checking, and dispensing
- Send charges for clinical services and medications to billing.

For more information about us, contact a MEDITECH Marketing Consultant.

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