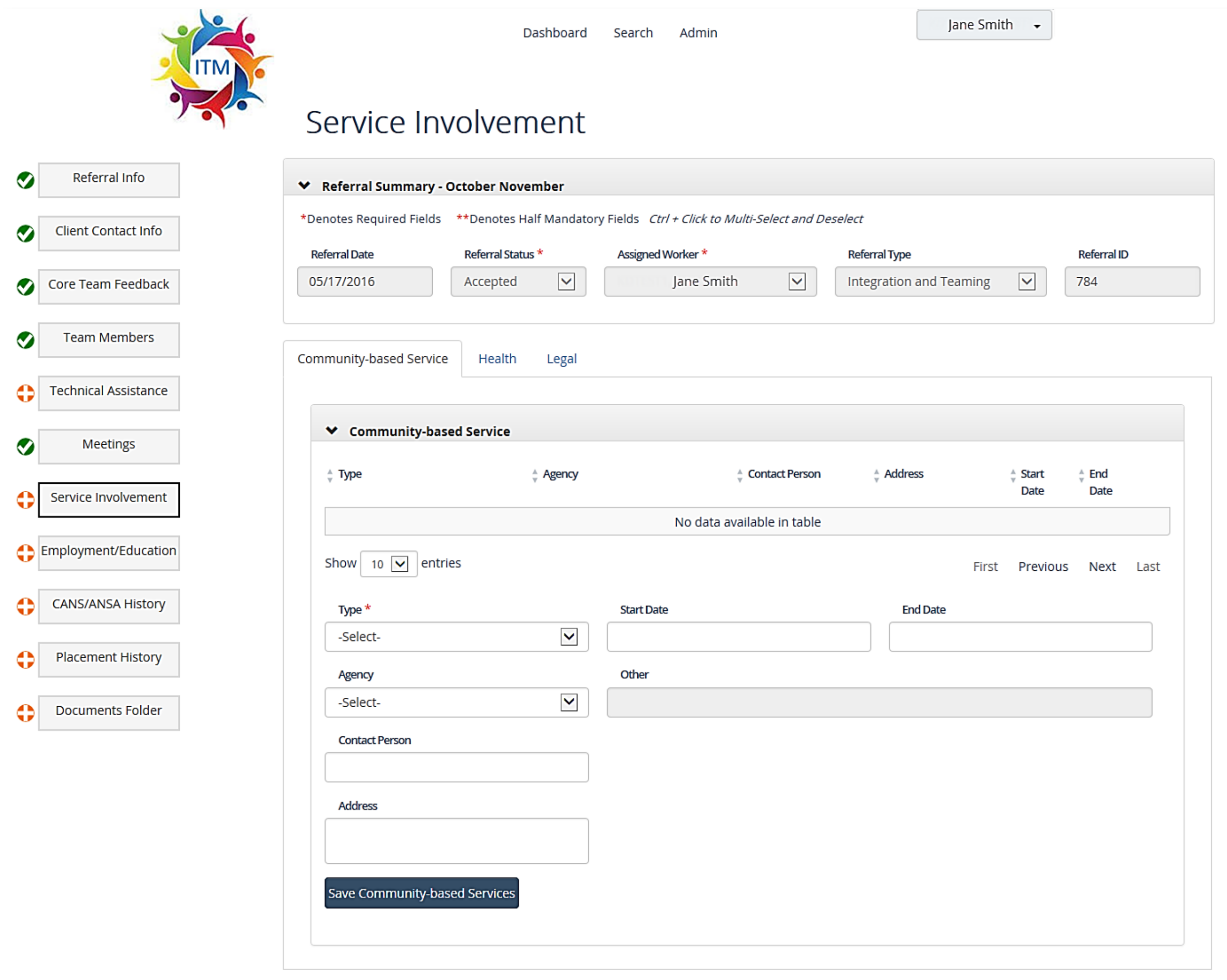
Service Involvement – ITM Job Aid

The *Service Involvement* screen allows users to view and document Services the client has received, as well as Health and Legal information.

Service Involvement

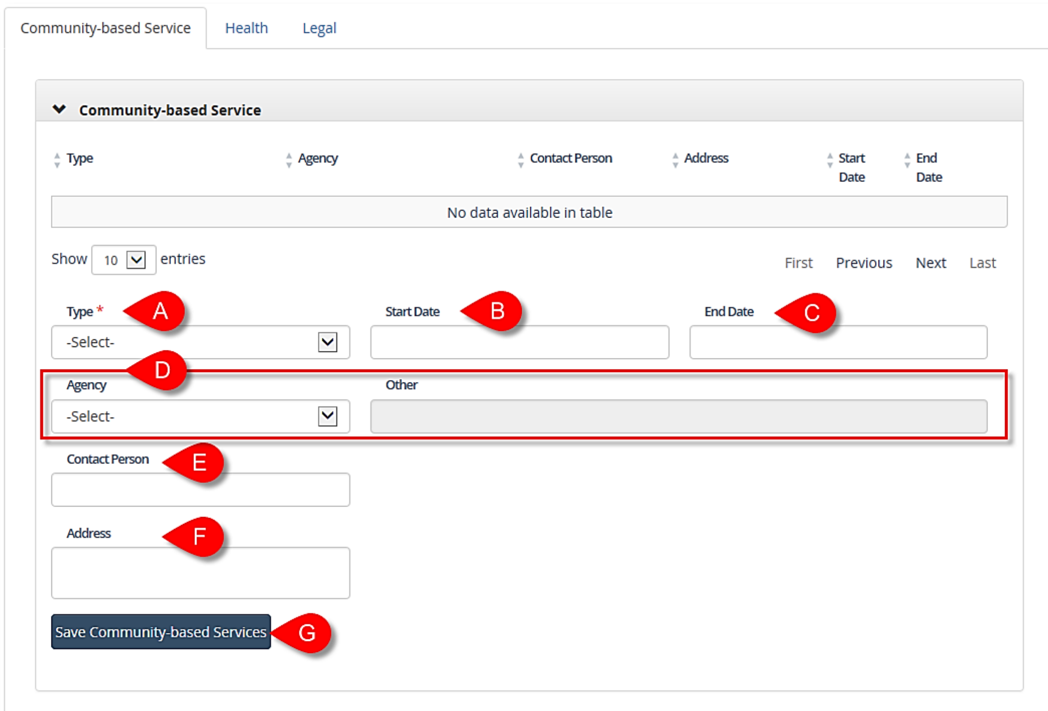


Navigation

1. From the **Dashboard**: Locate the desired Referral and click on the *Referral ID* to bring the Referral into focus.
   a. Click on the **Service Involvement** tile.

Community-based Service tab

1. *Community-based Service* tab: Documenting a new service.



a. *Type*: Select the type of service from the drop-down.

b. *Start Date*: If known, enter the date the service began.

c. *End Date*: If known, enter the date the service ended.

d. *Agency*: Select the agency who provided the service from the drop-down. If the desired Agency is not listed select "Other". When "Other" is selected the *Other* field will become editable and mandatory. Type in the name of the service in the *Other* field.

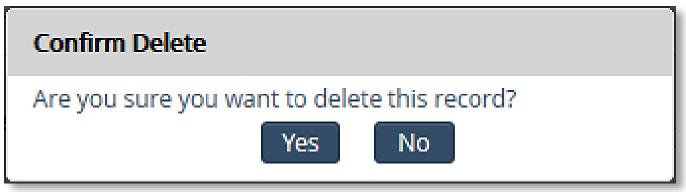
e. *Contact Person*: If known, enter the name of the Contact Person.

f. *Address*: If known, enter the address of the service provider.

g. Click **Save Community-Based Services** to save the Service to the *Community-based Service* grid.

2. Editing or deleting a service:
   a. To edit or view information on a service click on the desired service in the *Community-based Service* grid. Information for the selected Service will display below the grid. Edit as needed and click **Save Community-Based Services** to save the changes.

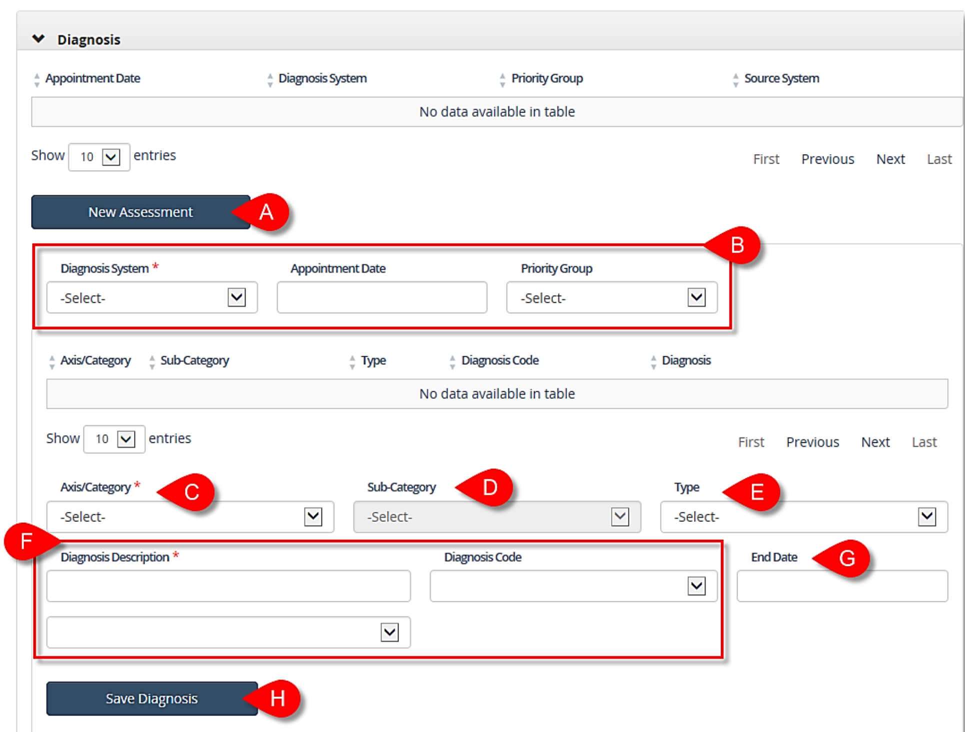
   b. To delete a Service click the delete icon [🗑] to the right of the Service in the *Community-based Service* grid. A *Confirm Delete* pop-up will appear: Clicking **Yes** will delete the Service. Clicking **No** will cancel the action and the Service will not be deleted.



Health tab - Diagnosis

1. Click on the Health tab to view or document Health information for the client.

2. **Diagnosis**: Diagnosis contains Diagnoses documented in KIDS and CIPS as well as any diagnoses that have been added in ITM. The *Source System* column in the *Diagnosis* grid will indicate which system that diagnosis was documented in.



a. To document a new diagnosis click New Assessment below the *Diagnosis* grid. This will open up the *Diagnosis* details section.

b. *Diagnosis System*: Select the diagnostic system associated with the diagnosis from the drop-down. Note that "Self-Reported" is also an option.
Appointment Date: If known, enter the appointment date when the diagnosis was made.
Priority Group: Select the associated Priority Group from the drop-down. If the Priority Group is unknown select "Unknown" from the drop-down.

c. *Axis/Category*: Select the Axis or Category for the diagnosis from the drop-down.

d. *Sub-Category*: Select the Sub-Category for the diagnosis from the drop-down. Note that the Sub-Category cannot be selected until an Axis/Category has been selected. These options will change based on which Axis/Category is selected.

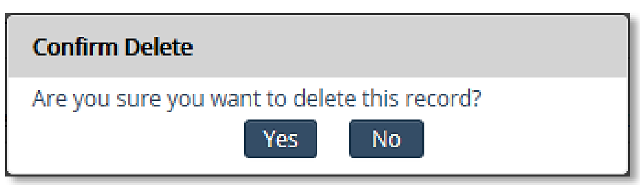
e. *Type*: Select whether the diagnosis is Primary or Secondary.

f. *Diagnosis Description* and *Diagnosis Code*: The Diagnosis Description can be typed in the text field or chosen from the drop-down.
If a Diagnosis Description is selected from the drop-down the corresponding Diagnosis Code will be selected automatically from the *Diagnosis Code* drop-down.
If the Diagnosis Code is selected first the corresponding Diagnosis Description will be selected automatically from the *Diagnosis Description* drop-down.

g. *End Date*: If applicable document the date the diagnosis was ended.

h. Click Save Diagnosis to add the diagnosis to the grid below the Diagnosis System/Appointment Date/Priority Group. Multiple diagnoses can be documented under a single *Appointment Date*.

3. To delete a diagnosis click the delete icon [ ] to the right of the diagnosis in the grid. A *Confirm Delete* pop-up will appear: Clicking Yes will delete the diagnosis. Clicking No will cancel the action and the diagnosis will not be deleted.

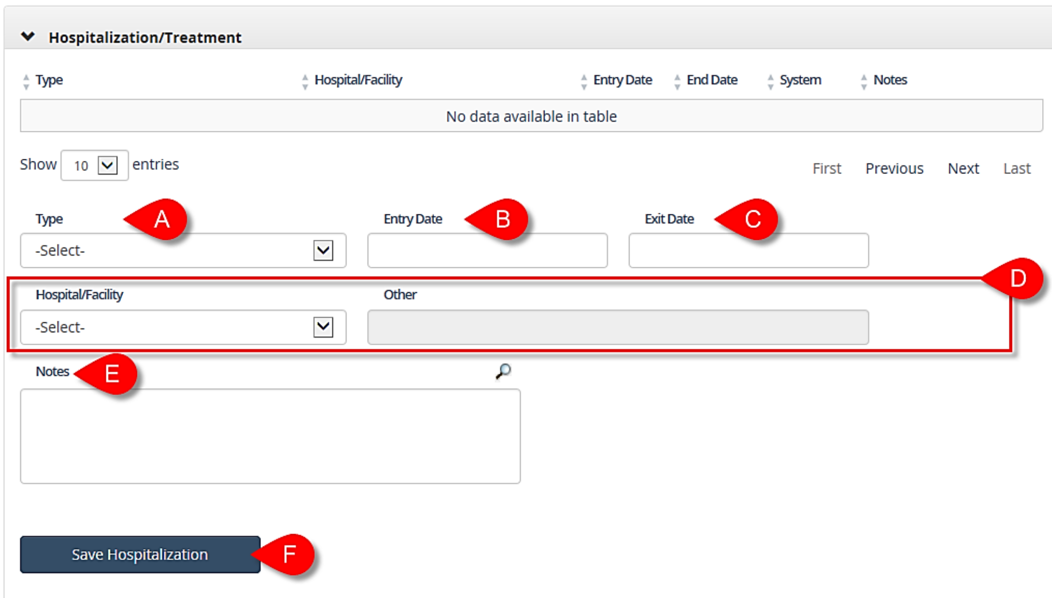


4. To add more diagnoses from other Diagnosis Systems/Appointment Dates/Priority Groups click New Assessment.

5. To view or edit a diagnosis/diagnosis grouping click on the desired diagnosis in the *Diagnosis* grid. If needed, make any changes or updates and click Save Diagnosis to preserve the changes. Note that diagnoses from other Systems cannot be edited.

Health tab – Hospitalization/Treatment

1. Hospitalization/Treatment: Hospitalization/Treatment contains Hospitalizations documented in KIDS and CIPS as well as any Hospitalizations or Treatment programs that have been added in ITM. The *Source System* column in the *Hospitalization/Treatment* grid will indicate which system that the Hospitalization or Treatment was documented in.



   a. *Type*: Select the type of Hospitalization or Treatment from the drop-down.

   b. *Entry Date*: Enter the date that the Hospitalization or Treatment began.

   c. *Exit Date*: If applicable, enter the date that the Hospitalization or Treatment ended.

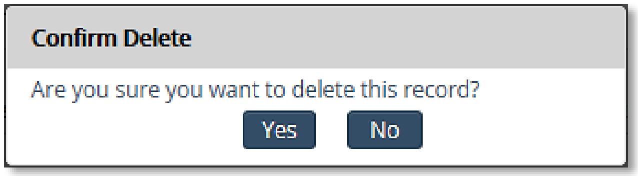
   d. *Hospital/Facility*: Select the Hospital or Facility providing treatment from the drop-down. If the Hospital or Facility is not in the drop-down list, select "Other" from the drop-down and enter the name of the Hospital/Facility in the *Other* field.

   e. *Notes*: Use the *Notes* narrative field to include information on the Hospitalization or Treatment.

   f. Click **Save Hospitalization** to save the Hospitalization or Treatment to the *Hospitalization/Treatment* grid.

2. To view or edit a Hospitalization or Treatment click on the desired Hospitalization/Treatment in the *Hospitalization/Treatment* grid. If needed, make any changes or updates and click **Save Hospitalization** to preserve the changes. Note that Hospitalizations/Treatments from other Systems cannot be edited.

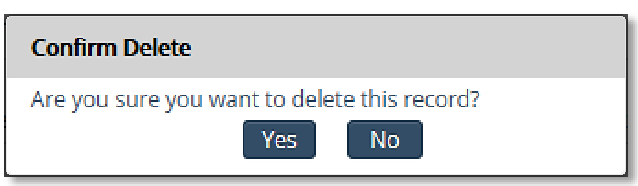
3. To delete a Hospitalization or Treatment click the delete icon [🗑] to the right of the Hospitalization/Treatment in the grid. A *Confirm Delete* pop-up will appear: Clicking **Yes** will delete the Hospitalization/treatment. Clicking **No** will cancel the action and the Hospitalization/Treatment will not be deleted.



Health tab – Medications

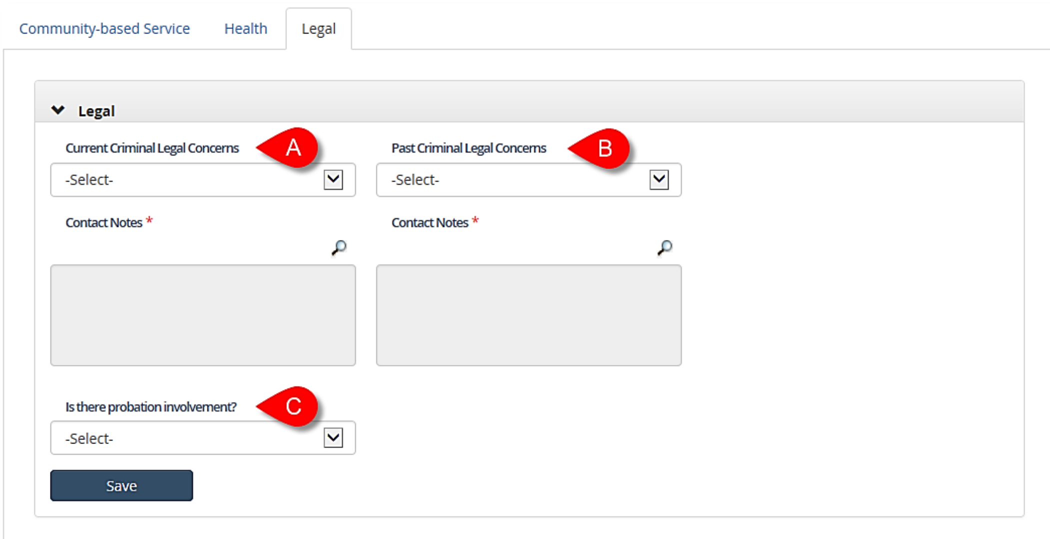
1. **Medication**: Medication contains all medications documented in ITM.
   a. Click **...** to the right of the Medication field to search for a medication. The *Medication* pop-up will appear.
      i. Type the name of the Medication in the *Medication* field and click **Search**.
      ii. Review the list to locate the correct medication. Once the correct medication is located, click on the name of the medication in the *Medication Type* grid.
      iii. If the medication cannot be located type "other" in the Medication field and click **Search**. Then select "Other" from the *Medication Type* grid.
      iv. After selecting the medication click **Close** to close the Medication pop-up.
   b. *Start Date*: If known, enter the date the client began using the medication.
   c. *End Date*: If applicable, enter the date the client stopped using the medication.
   d. *Type*: Select the type of medication, Over-the-counter or Prescription.
   e. *Strength/Unit* and Dosage: Select the strength/unit from the drop-down. The options in this drop-down will include the available strength or unit options for the selected medication. If the medication is "Other" the Strength/Unit options will be "Other" or "Unknown".
   f. Click **Save Medication** to save the Medication to the *Medication* grid.
2. To view or edit a Medication click on the desired Medication in the *Medication* grid. If needed, make any changes or updates and click **Save Medication** to preserve the changes.

3. To delete a Medication click the delete icon [🗑] to the right of the Medication in the grid. A *Confirm Delete* pop-up will appear: Clicking **Yes** will delete the Medication. Clicking **No** will cancel the action and the Medication will not be deleted.



Legal tab

1. This tab allows users to document the client's current or past legal concerns as well as probation involvement.



   a. Current Criminal Legal Concerns: Select "Yes", "No", or "Unsure" from the drop-down. If "Yes" is selected the Contact Notes below the drop-down will become editable. The user can then document what the Current Criminal Legal concerns are.
   b. Past Criminal Legal Concerns: Select "Yes", "No", or "Unsure" from the drop-down. If "Yes" is selected the Contact Notes below the drop-down will become editable. The user can then document what the Past Criminal Legal concerns were.
   c. Is there probation involvement?: Select "Yes", "No", or "Unsure" from the drop-down.

2. Click **Save** to save the information entered.

For more information…

For assistance, please contact the Allegheny County Service Desk at ServiceDesk@AlleghenyCounty.US or call 412-350-HELP (4357). Select Option 2 for the DHS Service Desk.

To access the Self Service Tool go to http://servicedesk.alleghenycounty.us