

## Visitation – Provider Job Aid

The *Visitation* screen is used by the Placement Provider to document visits that have occurred while the client is in placement.

### Visitation screen – Visitation Log section (A)

The screenshot displays the 'Visitation' screen in the 'kids' system. The top navigation bar includes 'Referral', 'Case', 'Provider', and 'Admin'. The left sidebar shows 'In Focus' with user information for Charon Franklin Crawford-PCW and client information for ELLA FRENCH. The main content area is divided into sections: A (Visitation Log table), B (General Information form), C (Visitation Participants), and D (Visitation Details). Section B includes fields for Start Date, Scheduled Start Time, Actual Start Time, End Date, Scheduled End Time, Actual End Time, Duration, Visitation Type, Visitation Location, Supervised/Unsupervised status, and By Whom.

1. Bring the Client's Service Episode into focus from the *My Services* screen.
2. Navigate to the *Visitation* screen.
  - a. **Case > Placement > Place > Visitation**
3. To view an existing *Visitation* record, highlight the record. The details will be displayed below.

### Visitation screen – General Information section (B)

4. Enter the *Start Date* of the visit.
5. Enter the *Scheduled Start Time* of the visit.
6. Select the *AM* or *PM* radio button.
7. Enter the *Actual Start Time* of the visit.
8. Select the *AM* or *PM* radio button.
9. Enter the *End Date* of the visit.

10. Enter the *Scheduled End Time*.

11. Select the *AM* or *PM* radio button.
12. Enter the *Actual End Time*.
13. Select the *AM* or *PM* radio button.
14. The *Days*, *Hours* and *Minutes* of the visits *Duration* are calculated and populated when the screen is saved.
15. Select the *Visit Type*.
  - i. *TIP: The Specify field is active and required when 'Other' is selected.*
16. Select the *Visit Location*.
17. Click the *Supervised* or *Unsupervised* radio button.
  - i. *TIP: The By Whom field is active and required when the Supervised radio button is clicked.*
18. Select the *Status*.
  - i. *TIP: The By Whom field is active and required when 'Cancelled' is selected.*

#### Visitation screen – Visitation Participants section (C)

1. Click the **[Select]** button to select the *Clients* that participated in the Visit.
2. Enter the *Other Participants* to the visit.

#### Visitation screen – Visitation Details section (D)

1. Enter narrative *Visitation Details*.
2. Enter narrative *Additional Visitation Details*.
3. Click the **[Save]** button.

#### For more information...

For assistance, please contact the Allegheny County Service Desk at [servicedesk@alleghenycounty.us](mailto:servicedesk@alleghenycounty.us) or 412-350-4357 (Option 2 for DHS). To access the Self Service Tool go to <http://servicedesk.alleghenycounty.us>.

This Job Aid and additional user materials are located on the DHS Amazon site at <http://dhswebt.s3.amazonaws.com/KIDSJobAids/index.htm>.