

## IBHIS – Updated Client Consents/Acknowledgments Form for COVID-19

Given the current COVID-19 crisis, the Client Consents/Acknowledgments form was updated to allow practitioners to be able to obtain client's verbal consent to the selected consent and acknowledgement form. This will allow practitioners to capture verbal consent from their home location without any need to document on paper forms and scan these forms into IBHIS.

### Previous Form:

Client Consents/Acknowledgement form was previously used to capture that the client signed a paper version of a consent/acknowledgment form and that form was scanned into the client's chart:

The screenshot shows the 'Client Consents/Acknowledgements' form. Key fields include:
 

- Date of Consent/Acknowledgement: 04/20/2020
- Recording User: Michelle Young-Sambajon (e550733)
- Recording Program of Service: 6840F SAN FERNANDO MENTAL HEALTH CENTER
- Consent/Acknowledgement Type: Consent for Services (selected)
- I attest that the appropriate signature is on file...:  Yes
- Scan Date: 04/20/2020

- ✓ Attestation – practitioner attests that paper form was signed by the client
- ✓ Scan Date – date the paper form was scanned and entered into IBHIS

### Updated Form:

Practitioners can now capture verbal consent to these consent and acknowledgement forms.

The 'Documentation Type' section shows two options:
 

- Scan (paper form)
- Electronic Signatures or Verbal Consent

The updated form includes the following sections:
 

- Reminder: Click Submit before proceeding to the next Consent/Acknowledgement form. Otherwise, data entered will be lost.
- Signature Type:
  - Client Signature Only
  - Parent/Legal Rep. Signature Only
  - Client and Parent/Legal Rep. Signatures
  - Parties Refuse to Sign
  - Unable to Sign / Verbal Consent
- Comments (explain below): Client verbally consented, but due to COVID-19 and social distancing practices, client was unable to physically sign the consent form.
- I attest that Client and/or Responsible Adult understood and gave verbal consent/acknowledgement...:  Yes
- Signator was given a copy of the consent/acknowledgement?:  Yes

- ✓ Signature Type – select “Unable to Sign/Verbal Consent”
- ✓ Comments – document that verbal consent was obtain and why
- ✓ Attestation – practitioner attests that client/legal guardian understood what was discussed and provided verbal consent

### What Practitioners Should Do When Obtaining and Documenting Verbal Consent:

- Prior to speaking to a client, have the electronic or paper version of the consent or acknowledgment form available so that the form can be discussed with the client. Practitioner should also review elements of the consent or acknowledgement form.
- When speaking to the client, let him/her know what you need him/her to consent to and go over the elements of the form. Make sure that the client understands what is being discussed.
- All electronic copies of consents/acknowledgement forms can be found here: <https://dmh.lacounty.gov/qa/ca/>
- Electronic copies of documents to provide to new clients:

Electronic copy of the Notice of Privacy Practices:

<https://dmh.lacounty.gov/our-services/consumer-and-family-affairs/privacy/>

Electronic copy of the Guide to Medi-Cal Mental Health Services:

[http://file.lacounty.gov/SDSInter/dmh/159129\\_MediCalGuide\\_English\\_July2013.pdf](http://file.lacounty.gov/SDSInter/dmh/159129_MediCalGuide_English_July2013.pdf)

Electronic copy of the Provider Directory:

[http://file.lacounty.gov/SDSInter/dmh/1051448\\_CountywideProviderDirectory2018.pdf](http://file.lacounty.gov/SDSInter/dmh/1051448_CountywideProviderDirectory2018.pdf)

### Other Updates to the Consents/Acknowledgements Form:

- Based on type of consent/acknowledgement selected, specific fields will become enabled and required:

Consent/Acknowledgement Type (E-Signatures & Verbal Consent)

- Consent for Services
- Consent for Minor
- Consent for E-mail
- Caregiver Authorization Affidavit
- Consent to Photograph/Audio Record
- Consent for Tele-psychiatric Services
- Consent for Observation
- Acknowledgement of HIPAA Privacy Notice
- Advanced Healthcare Directive Notice
- Beneficiary Acknowledgment of Receipt
- Consent for Secure Text Msg/Video Chat

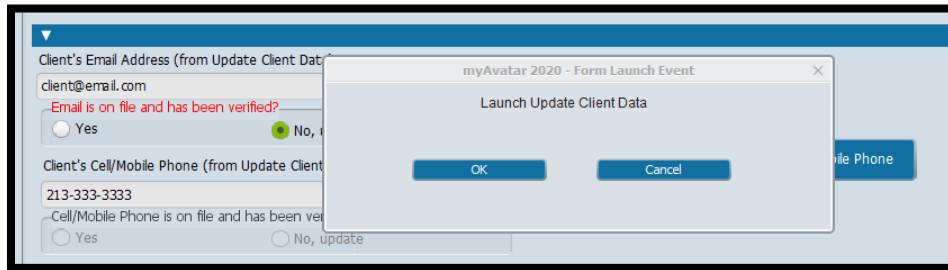
Client's Email Address (from Update Client Data)

alisatest@gmail.com

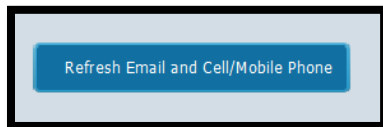
Email is on file and has been verified?

Yes  No, update

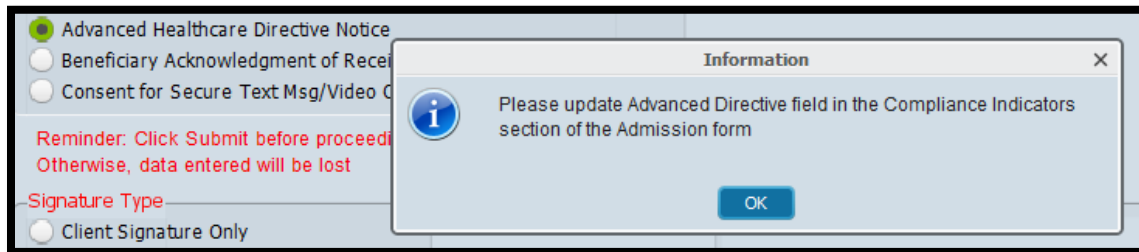
- If the **Consent for Email** is selected, and the email on file isn't the client's updated email address, when selecting "No, update," a pop-up will appear to launch the Update Client Data form:



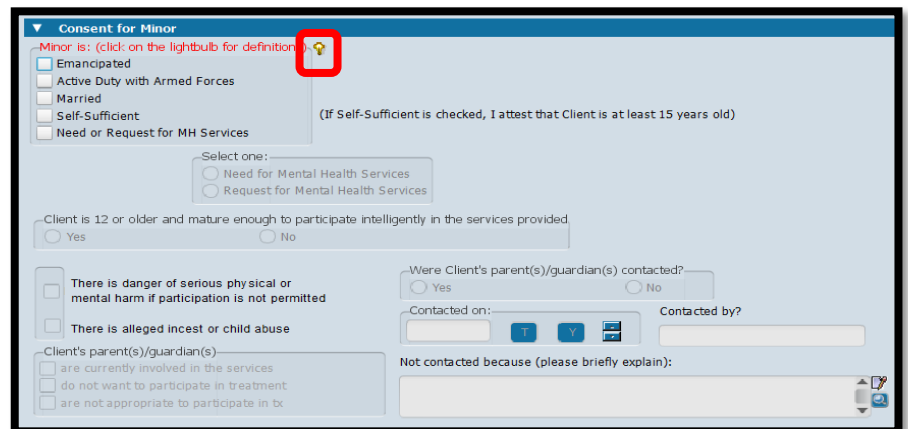
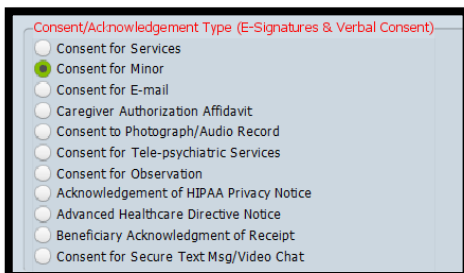
Once the client's email address is updated in **Update Client Data**, users will need click on "Refresh Email and Cell/Mobile Phone" to see the client's updated information:



- If the **Advanced Healthcare Directive Notice** is selected, a pop-up was added to remind practitioners to update information on the client's Admission Form:



- Tab added for forms related to minors. These fields will become enabled and required if the **Consent for Minor** or **Caregiver Authorization Affidavit** is selected. Refer to the lightbulbs for more information specific to these forms.



- Links to **Client Contacts** and **Update Client Data** were added to the left side of this form. This allows practitioners to launch these forms if information needs to be updated based on the selected consent/acknowledgment form.

