How to Avoid Creating a Duplicate Record

The SRTS administrative team is conducting an audit of duplicate records in the database and has determined that **three common user errors** are causing the majority of the duplicates (which we then have to delete from the system). A "duplicate" is defined as two (or more) SRTS records that were created for the same client with the same service request date at the same provider location. Please find below a description of the errors and what you can do to avoid creating them:

Error #1: Creating a New Record After You Receive a Transferred Record from the DMH ACCESS Center

When a record is transferred to your location from the ACCESS Center, do not create another record for the client. Please enter the disposition and make updates to the information in the record you received from the ACCESS Center.

Error #2: Creating a New Record to Update the Original Record

If you need to update information in a record that has been closed, (e.g., the client rescheduled the initial assessment appointment), do not create another record for the client. Please e-mail **SRTS@dmh.lacounty.gov** and an administrator will unlock the record, update the information for you, and note it in the Comments section of the record.

Error #3: Double-clicking the "Save" Button

Double-clicking the "Save" button will result in two records being created at the same time. Please be sure to click the "Save" button just once!

Questions? e-mail **SRTS@dmh.lacounty.gov**