Three Most Common SRTS User Errors

Error #1: Trying to Enter a Release/Discharge Date After the Fact

Request Date	11/2/2016	**Time**	
Released From	Inpatient	**Release/Discharge Date**	11/11/16

The "Release/Discharge Date" field is ONLY to be used when the individual <u>has not yet been released/discharged</u> from a jail, juvenile justice or in-patient facility, (i.e., a FUTURE date). **The clock starts with the Release/Discharge Date**. If the individual <u>was recently released/discharged</u> from a jail, juvenile justice or in-patient facility, this field is NOT APPLICABLE and the **clock starts with the Request Date.**

Error #2: Selecting Yourself as "Role of Referrer" from the Drop-down Menu

Request Received From:

Role of Referrer

- ** Please Select **
- Self
- Collateral/Family Member
- DCFS
- Health Provider
- Mental Health Provider
- Inpatient Facility
- School
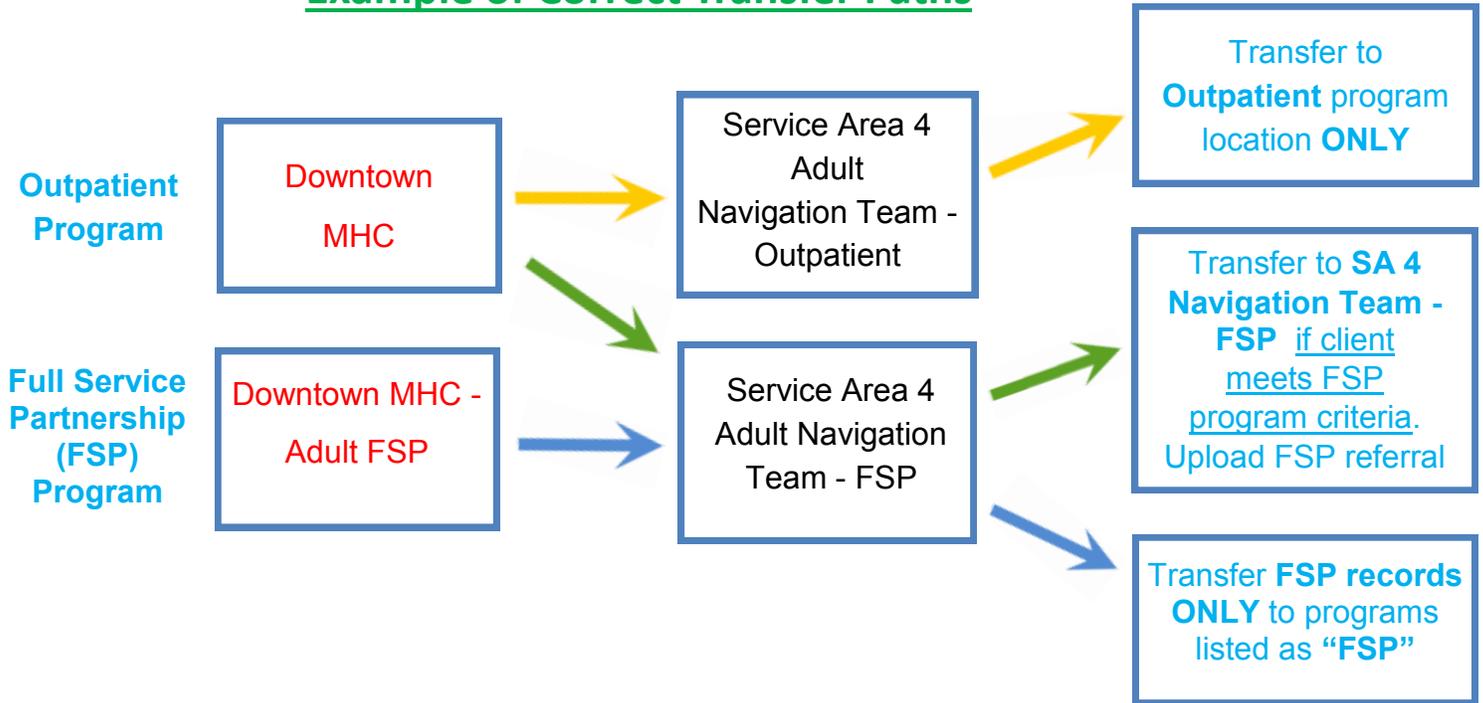- Probation/Law Enforcement
- APS
- DPSS
- Other

- "Role of Referrer" <u>never applies to you</u>, the SRTS user. Select the <u>role of the person you received the referral from</u> (the Referral Source).

- "Self" refers to the <u>individual who is requesting mental health services</u>.

- A pop-up box will appear for any choice other than "Self" for you to enter the name and phone number of <u>your Referral Source</u>.

Request Received From:

Role of Referrer	**Name of Referrer**	**Phone Number of Referrer**
Collateral/Family Member		(___) ___-___

Error #3: Transferring a Record to the Wrong Program Location

Example of Correct Transfer Paths

Outpatient Program

| Downtown MHC | → | Service Area 4 Adult Navigation Team - Outpatient | → | Transfer to **Outpatient** program location **ONLY** |

Full Service Partnership (FSP) Program

| Downtown MHC - Adult FSP | → | Service Area 4 Adult Navigation Team - FSP | → | Transfer to **SA 4 Navigation Team - FSP** if client meets FSP program criteria. Upload FSP referral |

Transfer **FSP records ONLY** to programs listed as **"FSP"**

If you transferred to the wrong program location, follow these steps:

1. Pull up the e-mail notification alert for this transfer.
2. Hit "Reply All" to e-mail the users of the program location.
3. Cc: SRTS to keep us in the loop.
4. Inform the users the record was sent to them in error and you are working with SRTS to correct it.

Once SRTS receives the e-mail, we will delete the last transfer and return the record.

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