

## Service Request Tracking System (SRTS) Calendar Module V3.2 Instructions for Providers

On October 5, 2015, the DMH ACCESS Center implemented a calendar module in the SRTS to schedule appointments for:

- 1) Referrals from Medi-Cal Managed Care providers (priority referrals). These referrals will be scheduled within 5 business days of the request.
- 2) Referrals from Department of Health Services eConsult. These referrals will be scheduled within 10 business days of the request (routine referrals) or within 5 business days of the request (priority referrals).

Beginning February 1, 2017, all Legal Entity locations providing appointment times are responsible for updating their calendar of appointments in the SRTS. Following are step-by-step instructions for adding, editing, and deleting appointments in the SRTS calendar module.



### Step 1: Go to the Calendar

- Log in to SRTS
- In the upper left-hand corner, you'll see a header that reads "Scheduling"
- Click on the button beneath the scheduling header, entitled "Calendar for ACCESS Appointments"

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**LAC DMH** Service Request Tracking System

Didi Hirsch - Glendale - 7812 - Adult Calendar View

today ▾ 9/28/2015 - 10/2/2015

Mon, 28 Tue, 29

all day

8 am

9 am

10 am

11 am

12 pm

1 pm Available Available

Show 24 hours...

Service Request Tracking System V3.2  
Disclaimer: This confidential information is for the use of the client/authorized representative to view only. All rights reserved. Laws and regulations including but not limited to the Health Information Privacy Act of 2002 and the Health Information Privacy Act of 2002 apply.

**Nancy Drew, #12345, Priority**

## Step 1.1: Viewing the Calendar

- After clicking on the calendar link, you'll be taken to your provider's calendar page.
- The default view is the weekly calendar, but you can change the view to see the calendar by day, week, or month.
- Appointment times identified by your site as available have already been entered into the calendar, and will be labeled as "Available."
- Once an appointment has been booked by ACCESS the subject will display the client's name, ID number and whether Priority or Routine.

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**Add Appointment**

Subject: Available

Start time: 8/1/2016 9:00 AM

End time: 8/1/2016 10:00 AM

Clinic Contact Person:

Language(s):

- Arabic
- Armenian
- Cantonese
- Cambodian
- Other Chinese
- English
- Farsi
- Korean
- Mandarin
- Russian
- Spanish
- Tagalog
- Vietnamese

Age Group(s):

- Child
- TAY
- Adult
- Older Adult

Comments:

Recurrence

Recurrence

Hourly  
 Daily  
 Weekly  
 Monthly  
 Yearly

Recur every 1 week(s) on

Sunday  Monday  Tuesday  Wednesday  
 Thursday  Friday  Saturday

No end date  End after 10 occurrences  End by 4/6/2020

## Step 2: Adding New Appointments

- Double click on the calendar to enter an available appointment time.
- The subject will be auto-populated as “Available.”
- Select the date, start and end time.
- Enter a Clinic Contact Person followed by a telephone number.
- Select relevant Languages and Age Group(s)

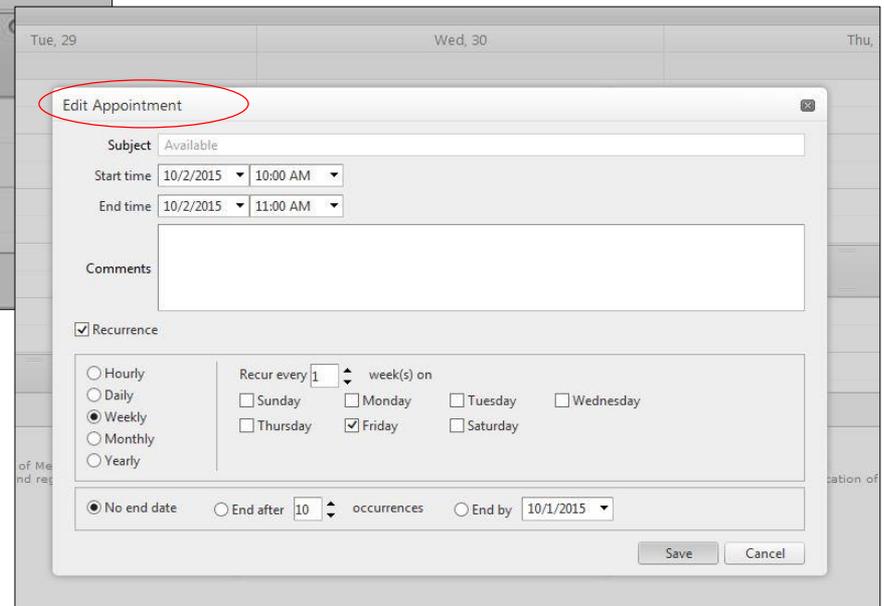
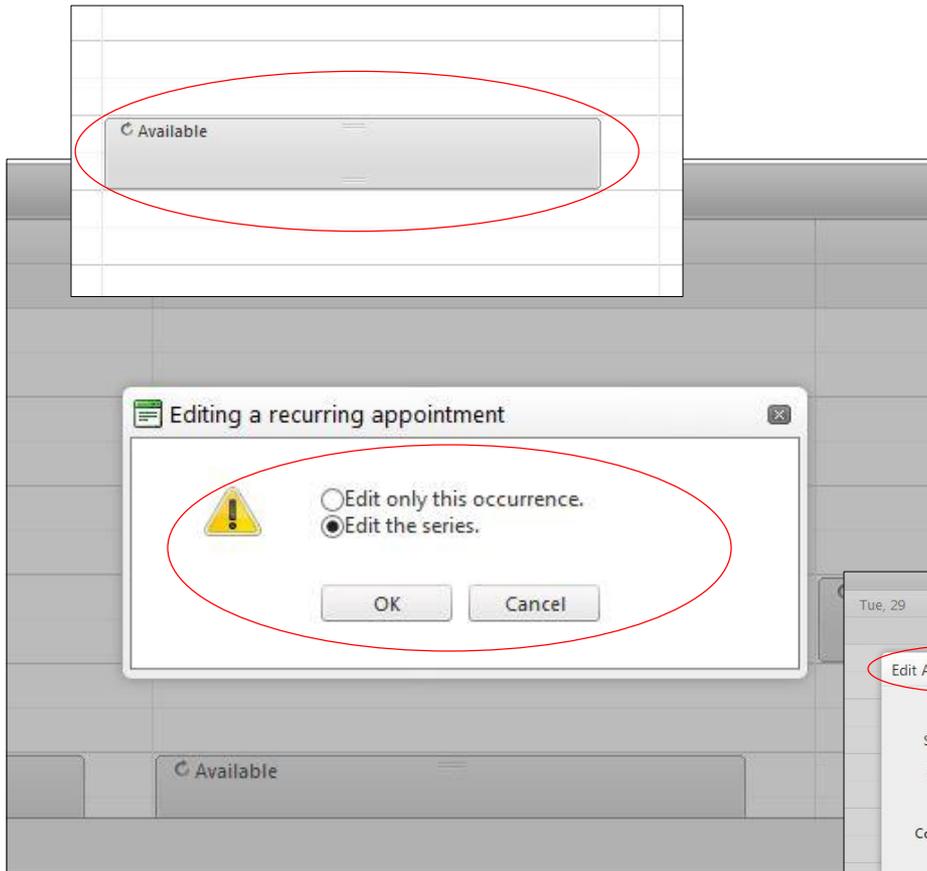
## Step 2 Continued...

- Check the recurrence box
- After checking “Recurrence” the appointment box will expand. Choose the appropriate occurrence and we recommend that the occurrence end within a year from the start date of the initial slot.
- Click “save” and the appointment will appear on the calendar.

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## Step 3: Editing an Available Appointment

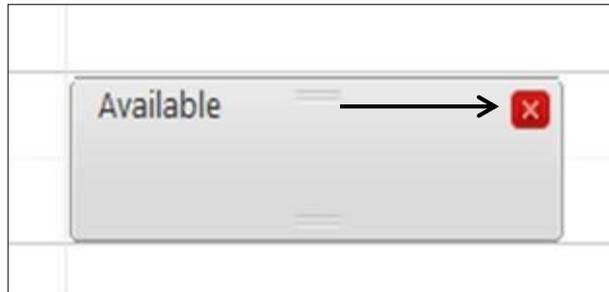
- To edit an existing available appointment time, double click on the available appointment box.
- You may choose to edit the occurrence or edit the series. Select "OK."
- You will then be able to edit the appointment and can change the start/end times or recurrence.



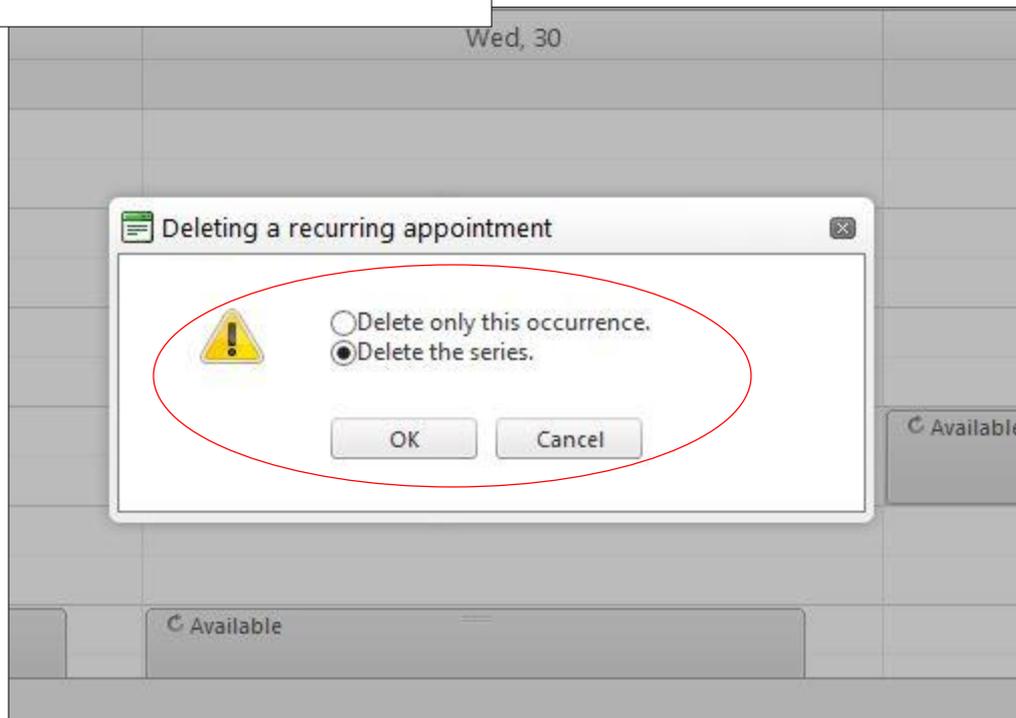
**Note:** Do not edit or delete a booked appointment. If you do edit or delete a booked appointment, the client is still scheduled for an appointment at the time listed in the SRTS record. *Changing of the appointment in the calendar module will not affect the client's scheduled appointment time.*

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## Step 4: Deleting an Appointment



- In order to delete an available appointment, hover your mouse over the appointment time. The only time you can delete a single occurrence or series is if the series has been populated with all the required fields.
- Click on the red “X” button.
- You may choose to delete only the single occurrence or to delete the series.



**Note:** Each site should keep the same number of weekly appointment times that has been agreed upon with DMH. If you delete an appointment time, you must add another appointment at a different time so that the weekly total remains the same. For example, if your site provides three appointments weekly and you delete the Wednesday 1:00pm appointment, you should add another available time so that the total number of weekly appointments remains at three.

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### Questions or Concerns Related to ACCESS Appointment Scheduling

- For any issues related to ACCESS appointment scheduling, please contact Kim Nguyen at [kinguyen@dmh.lacounty.gov](mailto:kinguyen@dmh.lacounty.gov) or (213) 251-6738.