

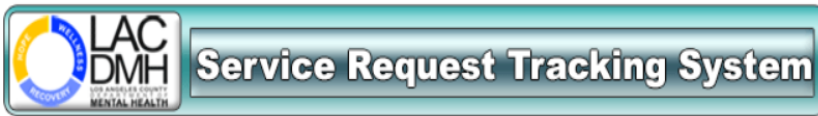
# HOW TO CREATE AND SAVE SRTS RECORDS

1.) To access the SRTS, please go to:

- <https://intra.dmh.lacounty.gov/SRTS> (for DMH staff)
- <https://apps.dmh.lacounty.gov/SRTS> (for Legal Entity staff)

2.) Log in to the website:

- For DMH staff: use the same Username and Password that you log-in to your DMH computer. When you update your password, it will automatically update for SRTS too.
- For Legal Entity staff: User Name is your C# and the Password is one assigned by the CIOB Help Desk (213) 351-1335.



Sign In

Enter your user name and password to sign in.

User Name:

Password:

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Disclaimer: This confidential information is provided to you in accordance with State and Federal laws and regulations including but not limited to applicable Welfare and Institutions Code, Civil Code and HIPAA Privacy Standards. Duplication of this information for further disclosure is prohibited without prior written authorization of the client/authorized representative to whom it pertains unless otherwise permitted by law.

- If registered to multiple locations, the User Location page will appear, from which the appropriate location can be selected. If registered to only one location, the Home page will appear.

Location

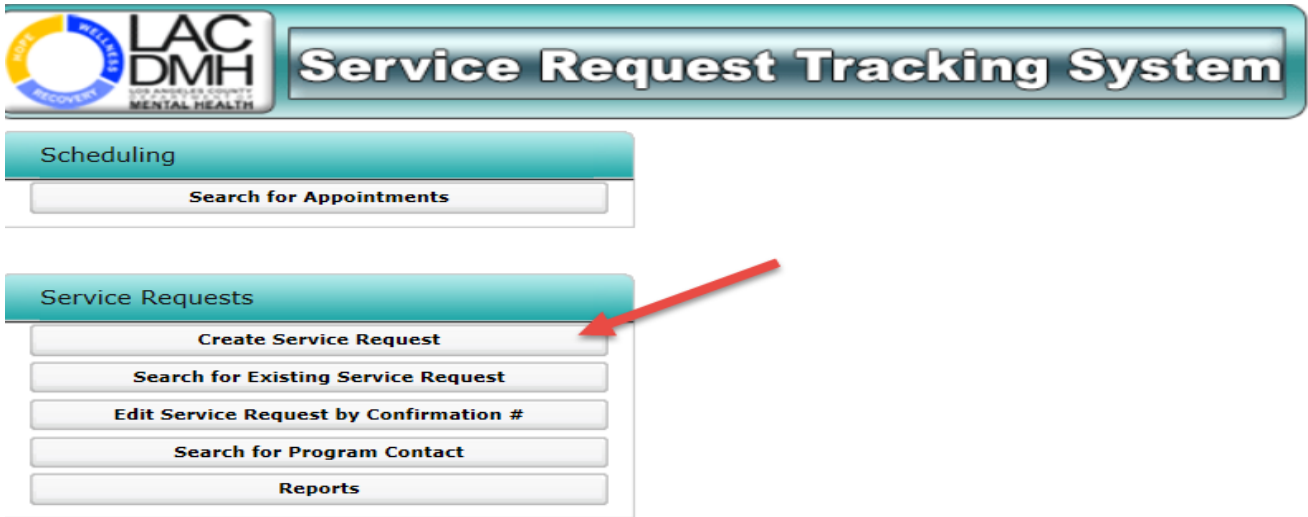
Search for

Type  ▼

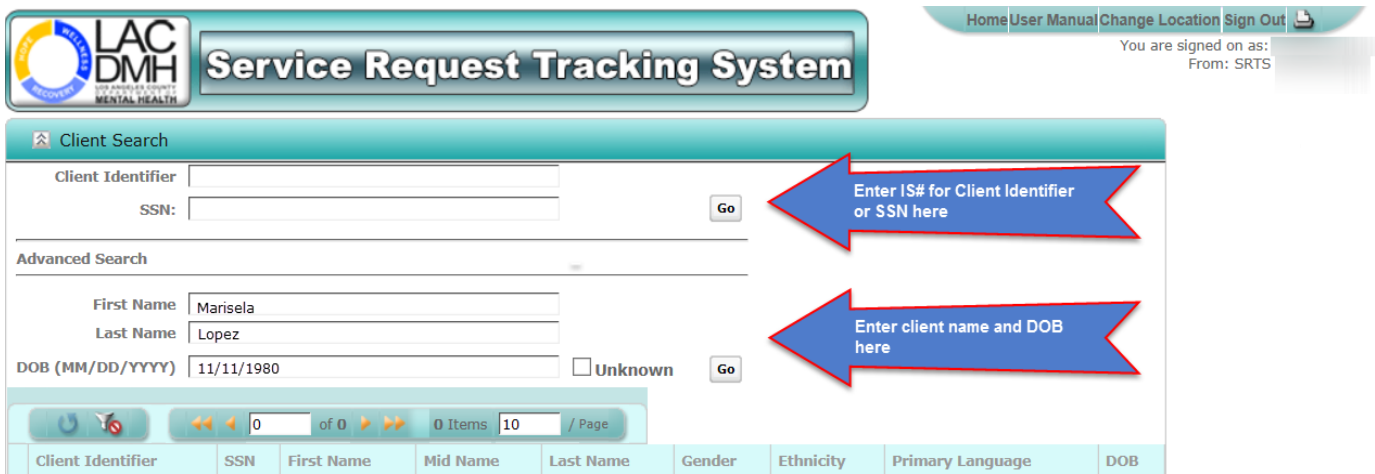
of   / Page

	Location	Type
<input type="button" value="Select"/>	PMRT Service Area 3	Service Area
<input type="button" value="Select"/>	SB82 Mobile Triage Team - Service Area 3	Service Area
<input type="button" value="Select"/>	Service Area 3 Adult Navigation Team	Service Area
<input type="button" value="Select"/>	Service Area 3 Adult Navigation Team - FSP	Service Area
<input type="button" value="Select"/>	Service Area 3 Child & TAY Navigation Team	Service Area
<input type="button" value="Select"/>	Service Area 3 Child Navigation Team - FSP	Service Area
<input type="button" value="Select"/>	Service Area 3 TAY Navigation Team - FSP	Service Area

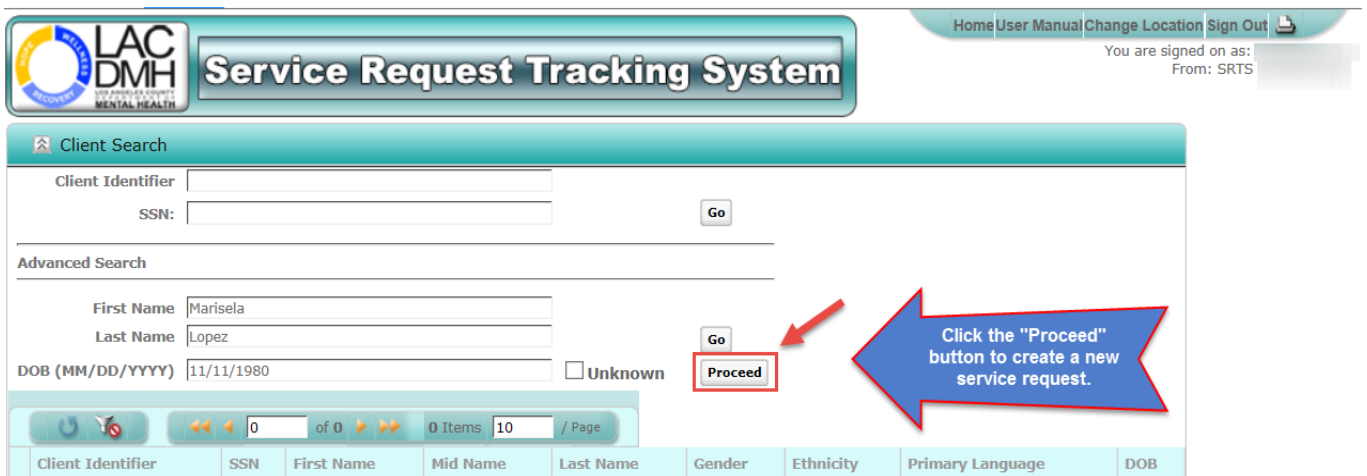
3.) From the home page, click "Create Service Request" to create a new record.



4.) In the Client Search screen, enter the client's IS number or social security number OR in the Advanced Search, enter client's first and last name and date of birth, then click "Go".



5.) If there is no match, you will be prompted to click the "Proceed" button.



6.) If there are any matches, there is a “Select” button to the left for you to choose the client provided.

**Advanced Search**

First Name:

Last Name:

DOB (MM/DD/YYYY):  [Go](#)


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	Client Identifier	SSN	First Name	Mid Name	Last Name	Gender	Ethnicity	Primary Language	DOB
<a href="#">Select</a>									
<a href="#">Select</a>									

7.) If there are no **active** SRTS records in the system, the “Create Service Request” button will be visible. Click this button to proceed.

Note: Multiple SRTS records are allowed as long as there is a disposition, since that record is considered inactive or closed. If there is an active record (no disposition) the button at the bottom of the screen will change from “Create Service Request” to “Home”.



**Service Request Tracking System**

[Home](#) [User Manual](#) [Change Location](#) [Sign Out](#)

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**Client Information**

<b>Client Identifier</b>					
<b>First Name</b>	Marisela	<b>Last Name</b>	Lopez	<b>DOB</b>	11/11/1980
<b>Gender</b>		<b>Ethnicity</b>		<b>Preferred Language</b>	

**Service Request**

0 of 0 0 Items 10 /Page [Go](#)

Service Request Date	Date of Initial Appointment	Provider # Associated with Initial Appointment
No active Service Request found.		

**Episode**

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Episode	Admit Date	Discharge Date	SFPR Provider Name	Last Service Date
Client not found in the IS.				

[Create Service Request](#)

8.) Begin entering the data for “Client Information”, “Service Request Information” and “Mental Health Information”. This information is **required** in order to save an initial record. Please see the User Manual, the link is located on the upper right-hand side of the SRTS webpages, for additional information about each of the fields.

**Add Service Request**

**Client Information**

Client Identifier:  Medi-Cal Status:

First Name:  Last Name:  DOB:

Gender:  Ethnicity:  Preferred Language:

Client Phone:  Insurance:

If Minor / Legal Guardian is not the referring party:

Legal Guardian Name:  Legal Guardian Phone:  Legal Guardian Preferred Language:

**Service Request Information**

Staff Responding to Request:  Request Date:  Time:

Request Type:  Released From:

Reason for request:

Responder Location:  **\*Required Fields**

Requesting / Referring Party:

**Mental Health Information**

Is the client/potential client currently receiving mental health services?

Emergent Medication Needs?

**Attachment**

9.) Relevant documents can be added to or removed from a record as Attachments.

- Click the “Browse” button to choose a file to upload.
- Click the desired field, then click the “Open” button. This will link the file to the Attachment field.
- To save the attachment, click the blue disc icon.
- To delete a file from the list, click the “X” icon.

Attachment	
<input type="text"/>	<input type="button" value="Browse..."/> <input type="button" value="Upload"/>
<input type="button" value="X"/> <a href="#">C. R. 08-09-16 PreAuth.pdf</a>	
<input type="button" value="X"/> <a href="#">124885 record 8-10-16.pdf</a>	

**\*Note:** The application allows the following:

- PDF, Word and Excel documents.
- Under 10 MB per file
- 10 documents maximum per record

10.) After entering the required information, click “Save” at the bottom of the record. If transferring to a different program, click the “Transfer” button. See the “How to Transfer SRTS records” document for additional information about transferring records.

The screenshot shows a web form titled "Disposition". At the top, there is a dropdown menu labeled "Disposition of Request for Service" with the text "\*\*\* Please Select \*\*\*" and a downward arrow. Below this is a section titled "Add Comment History" which contains a table with a header "Comments" and a large empty text area. At the bottom of the form are three buttons: "Cancel", "Save", and "Transfer". A blue arrow with a red outline points from the right towards the "Transfer" button, with the text "Click 'Transfer to send to a different program.'" written inside the arrow.

After clicking “Save,” the confirmation page will appear with the SRTS Tracking Confirmation Number. There is no need to log this number. The record can be located by searching for the client name. See the “How to enter a Disposition for SRTS Records” document for guidance on completing the disposition section.

**If you have any questions or concerns, please contact us at [SRTS@dmh.lacounty.gov](mailto:SRTS@dmh.lacounty.gov) directly.**