

The following Clinical Forms have been created, updated or discontinued and the [Clinical Forms Inventory](#) has been updated accordingly.

NEW FORM(S): None at this time

UPDATED FORMS(S)

MH 718 – Service Request Log (SRL)

IBHIS Form (DO ONLY): Service Request Log

Revision Date: 6/1/15

Type of Form (LE ONLY): Required Data Elements

Implementation: For DO, 6/1/15
For LE, 6 months from the date of this Bulletin

PURPOSE:

To log all requests for services for potential or inactive clients in order to:

1. Comply with all State requirements;
2. Ensure individuals are appropriately provided access to services;
3. Track time frames related to access to care;
4. Monitor where referrals for services are coming from.

REFERENCES/INSTRUCTIONS:

- All requests for services must be logged except in the following instances: no client/potential client name is provided, the request is for general information about services or the request is clearly non mental health related
- Request date should be the date the request is made known to the program logging the request
- (For Directly Operated Only) At least two attempts to contact the individual (if reasonably expected to be successful) should be made prior to recording a disposition of "Unable to Contact Individual/Collateral". For urgent/emergency requests, then at least three attempts should be made. The SRL should generally be closed out within one week. After closure, any subsequent contact with the individual is treated as a new request.
- Refer to [QA Bulletin 14-03](#) and [DMH Policy 302.07](#) for additional information

REVISIONS:

- (For Contract Providers Only) The Excel file posted on-line now has three tabs to assist programs in creating an electronic version: "5-29-15 Log" which is a paper version of the SRL to capture all requests, "Dictionaries" which lists all the dictionary values for use in the SRL, and "Fields and Logic" which lists all required data elements within the SRL and any associated logic for those elements
- Added SRTS as a request type and added a field to identify an SRTS number
- Added additional Referring Party Roles and inactivated the Referring Party Role for "staff"
- Added an optional field to record the Facility/Site/School of the Referring Party
- Added a field to capture the Potential Client Contact Number
- Added additional Disposition values for common dispositions
- Added fields to track the first offered appointment if prior to the scheduled appointment

OBSOLETE FORM(S): None at this time

If you have any questions regarding this Bulletin, please contact your SA Liaison.

c: Executive Management Team

District Chiefs

Pansy Washington, Managed Care

Judith Weigand, Compliance Program Office

Program Heads

QA Service Area Liaisons

Nancy Butram, Central Business Office

Department QA staff

The Clinical Forms Bulletin is utilized to announce changes to clinical forms and data elements that are needed to capture clinical documentation within the Los Angeles County Department of Mental Health (LACDMH). The Bulletin will identify any new, updated or obsolete clinical forms. The term "clinical forms" is used to describe either a paper clinical document within a paper Clinical Record OR a set of data elements within an electronic Clinical Record. All "clinical forms" must be available upon chart review/audit.

NOTE: This Bulletin does not address requirements for electronic billing and/or reporting. Contractors should refer to the 837 Companion Guide or WebServices Guide for a complete listing of electronic data transfer requirements.

1. All Directly-Operated Providers must utilize clinical forms approved by the QA Division. The Integrated Behavioral Health Information System (IBHIS) has incorporated all clinical forms and has been updated to reflect the changes noted on this Bulletin.
2. All Contract Providers must utilize clinical forms in a manner defined by the designation of the clinical form within the Clinical Forms Inventory.
 - a. Required Data Element: Must maintain all required data elements of the form and have a method for producing a paper form or electronic report with all the required data elements ("Required" form type has been eliminated. All "Required" forms are now "Required Data Element" forms.)
 - b. Required Concept (Formerly "Optional"): Must have a method of capturing the specific category of information indicated by the title and data elements of the form
 - c. Ownership: Must have a method for complying with all laws/regulations encompassed by the form
DMH Policy 104.08: Clinical Records Maintenance, Organization, and Content (Note: Policy 104.08 is being revised to reflect the above information)