

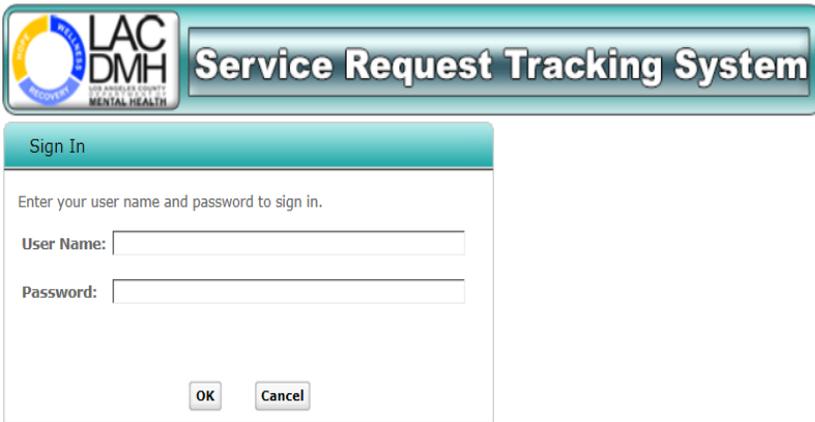
HOW TO TRANSFER SRTS RECORDS

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 desk 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:

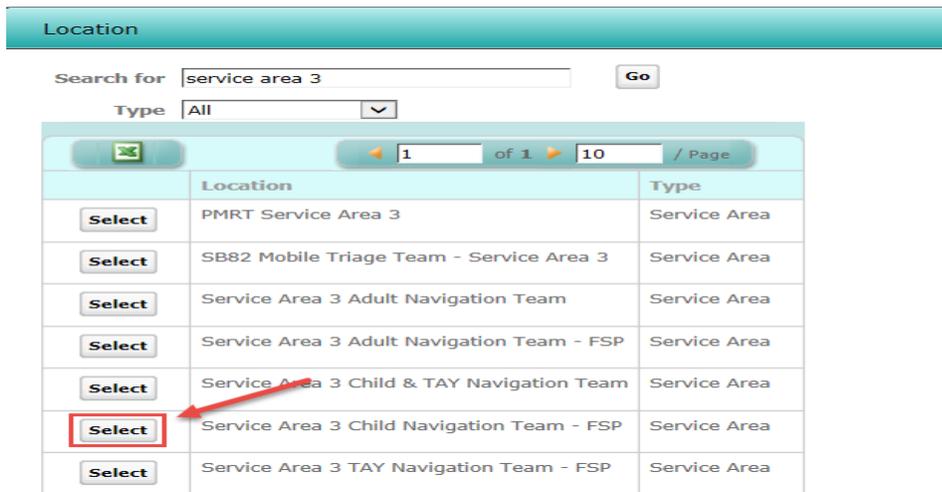
Password:

Home | User Manual | 

Service Request Tracking System Version 2016.1 Copyright © 2016 County of Los Angeles Department of Mental Health. All rights reserved.

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

	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.) Click the "Transfer" button at the bottom of the SRTS record.
 - a. If transferring a new record that is being created, click the "Transfer" button at the bottom of the record once all required fields have been completed.
 - b. To transfer an existing record, open the record from the SRTS Home Page.
 - Select "Search for Existing Service Request," if searching for a record by client name, or
 - "Edit Service Request by Confirmation #," to search for the record by SRTS Tracking Confirmation Number
 - c. After clicking "Transfer", a new window will open to "Add Transfer."
- 4.) Enter information into the Transfer date, To Location, Reason and Comments section. All fields except Comments are required.
 - a. Transfer date: If transferring a record as part of the Full Service Partnership (FSP) authorization process, the transfer date is the date of request or approval and not necessarily the date of the actual transfer (i.e. date entered). In all other scenarios, the Transfer Date is the Entered Date.

Home User Manual Change Location Sign Out

You are signed on as:
From:

LAC DMH Service Request Tracking System

Add Transfer

Transfer Date

Entered Date 7/22/2016 10:21 AM

From Location **SRTS Administrator** To Location VANS

From Staff **Nerissa Abriam**

Reason

Comments

Add any relevant notes here.

- b. Enter the "To Location" by clicking "Lookup".

Home User Manual Change Location Sign Out

You are signed on as:
From:

LAC DMH Service Request Tracking System

Add Transfer

Transfer Date

Entered Date 7/26/2016 1:32 PM

From Location To Location VANS

From Staff **(Your name prepopulates here.)**

Reason

Comments

- Type in all or part the program name or provider number. A filtered list is provided, from which you can then select the correct program.

Location

Search for

Type

1 of 10 / 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

- Select one of the Transfer reasons provided.

LAC DMH Service Request Tracking System

Home User Manual Change Location Sign Out
You are signed on as: _____
From: _____

Add Transfer

Transfer Date

Entered Date 7/26/2016 10:52 AM

From Location **South Bay Mental Health Services - 7672 -Adult FSP** To Location **VANS**

From Staff (Your name prepopulates here.)

Reason ***** Please Select *****

Comments

Choose one of the Transfer Reasons provided here.

- Enter any additional information into the Comments section.

5.) Click "Save". The record will then give you a tracking confirmation number to indicate the record has been saved successfully. *If you do not receive a tracking confirmation number, the record was not saved.

Note: Always leave the Disposition section for the Treating Provider to complete. Do not enter information in this section when transferring the record (ACCESS 855 Appointment Line users are the only exception).

Disposition

Disposition of Request for Service

Add Comment History

Comments

6.) Once the record has been transferred, an automated email notification will be sent to the users associated with “To Location” and you will be copied on the email.

From: applicationalert@dmh.lacounty.gov [mailto:applicationalert@dmh.lacounty.gov]
Sent: Thursday, August 04, 2016 3:38 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Service Request Tracking System Transfer Notification

A service request has been transferred from Adult System of Care - FSP - Administration to Service Area 6 Adult Navigation Team - FSP for the following reason: Preauthorized for services. The Tracking Confirmation Number is 124349.

DMH Staff Link:

https://intra.dmh.lacounty.gov/SRTS/DMH_Referral/TransferConfirmation.aspx?tcn=124349

Legal Entity Link:

https://apps.dmh.lacounty.gov/SRTS/DMH_Referral/TransferConfirmation.aspx?tcn=124349

If you have any questions or concerns, please contact us at SRTS@dmh.lacounty.gov directly.