



myAvatar Contingency Plan Procedure

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Purpose To provide instruction to the Department Behavioral Health (DBH) workforce for providing and documenting client services when access to myAvatar data is disrupted.

Contingency Plan In the event access to myAvatar data is disrupted, services will continue to be provided to DBH clients through the use of hard-copy forms until access to myAvatar is restored.

The Department Emergency Operations Plan (DEOP) contains DBH specific information including identification of essential personnel; lines of succession; Mission Essential Functions (MEFs); alternate work sites; essential technology; options for ensuring access to essential records when normal operations are disrupted, and alternative methods for communicating with the workforce.

Problem Identification To connect to myAvatar the user is required to have the following essential resources:

1. Power to computer/laptop,
2. Ability to log onto sbcounty.gov domain, and
3. Ability to log into myAvatar application.

Losing all these resources will disrupt ability to access myAvatar. In the event of such a disruption the DBH workforce will continue to provide services during the time these resources are unavailable as described in this procedure.

Reporting Requirements The table below describes the roles and responsibilities for reporting interrupted access to myAvatar:

ROLE	RESPONSIBILITIES
myAvatar user	<ul style="list-style-type: none"> • Report inability to access myAvatar to supervisor. • Upon direction of supervisor, contact DBH Information Technology (IT) helpdesk for assistance.

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Reporting Requirements, continued

Supervisor	Determines extent of myAvatar outage within the unit and: <ul style="list-style-type: none"> • Have user contact DBH IT Helpdesk to report outage. • Report localized outage to Program Manager (PM).
Program Manager	<ul style="list-style-type: none"> • Determine whether localized outage extends to multiple locations. • Report outage affecting multiple locations to Deputy Director (DD).
Deputy Director	<ul style="list-style-type: none"> • Report outage affecting multiple locations to Assistant Directors (ADs) and Director.

Testing and Revision Plan

Procedure for periodic testing and revision of the contingency plan:

- DBH Information Technology (IT) shall deliberately disable one or more of the essential resources to test the ability of the workforce to provide MEFs during myAvatar downtime.
- Applicable procedures that affect the provision and documentation of client services shall be revised as necessary.
- Testing may be unannounced and must be conducted annually.

Use of Paper Chart Documents

The decision to switch to paper forms for documenting provided services will be made by the division's Deputy Director or designee. In the event of an outage the directive to switch to paper forms and continue providing services will be issued without undue delay.

Temporary Paper Charts

Charts containing paper forms will be physically maintained and secured at all programs that provide services to clients.

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Temporary Paper Charts, continued

The table below describes the roles and responsibilities for creating and maintaining myAvatar downtime paper charts:

Role	Responsibility
Workforce	<ul style="list-style-type: none"> Develop paper chart from downloaded forms for each client seen; Report any problems accessing forms from DBH Departmental Forms webpage to DBHPMUquestions@dbh.sbcounty.gov; Ensure paper chart is safeguarded and secured in chartroom or locked cabinet at all times when not in use.
Compliance	Maintain all required myAvatar chart forms on the Departmental Forms webpage.
Quality Management (QM)	Maintain a current list of all required mental health chart forms in the Outpatient Chart Manual.
Substance Use Disorder Recovery Services (SUDRS)	Maintain a current list of all required mental health chart forms in SUDRS Medical Filing Guide.
Clinic Supervisors or designee	<p>Designated staff will assemble myAvatar paper charts following the appropriate chart guide (mental health or SUDRS) above and maintain a two (2) day supply of blank paper charts. As charts are used, they shall be replenished within one (1) working day.</p> <p>Paper charts that are opened are considered medical records and shall be maintained per Medical Records Security Policy for Outpatient Services (COM0904).</p> <p>Once access to myAvatar is restored, designate a workforce member to perform the following actions:</p> <ul style="list-style-type: none"> Enter the information stored in the paper chart into the medical record in myAvatar. Advise Clinic Supervisor or designee who will verify all information in paper chart has been entered into myAvatar. Forward the temporary myAvatar paper chart to Medical Records for destruction.

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Psychiatric and Inter-disciplinary Notes and Billing

The process below is to be followed to bill services:

- Complete a paper psychiatric or interdisciplinary note when service is provided, then once myAvatar is operational:
- Scan into myAvatar;
- Open psychiatric progress note;
- Under note state: “see scanned psych ID note completed on this day,” and
- Proceed with billing for the service provided.

Psychiatrist Lab and Prescription Orders

Client medical records are not available during myAvatar downtime, therefore, in addition to paper charts, paper prescription pads and paper lab slips must be used.

Referenced Forms, Policies, and Procedures

[DBH Standard Practice Manual and Forms:](#)

- [myAvatar Contingency Policy \(IT5020\)](#)

Reference(s)

[Title 45 Code of Federal Regulations Section 164.308 \(a\)\(7\)\(i\): Standard: Contingency plan.](#)