



## Information Notice 21-04

**Date** November 22, 2021

**To** Department of Behavioral Health (DBH) Workforce Members Who Sign myAvatar Chart Notes

**From** Veronica Kelley, DSW, LCSW, Director 

**Subject** Chart Entry to Address Provider Professional Credentials

**Purpose** To inform DBH rendering providers who sign myAvatar chart notes, both mental health and substance use disorder (SUD), of the need to utilize standard language in myAvatar chart notes when entering a rendering provider’s professional credentials.

**Background** After converting to the myAvatar electronic health record (EHR), DBH Super Users identified the discipline, professional licensure, and job title that make up a provider’s credentials were listed incorrectly in the EHR with their printed name. While the inaccuracies were not applicable to all providers, the issue was prevalent; therefore, DBH addressed this discrepancy by correcting/updating the discipline, professional licensure, and job titles of each DBH rendering provider. Additionally, in July 2021, DBH Quality Management (QM), myAvatar Super Users, and division/program leadership advised staff to temporarily use standard language when making chart entries where this style of signature is applicable. It is now been determined that the use of the standardized language shall continue until further notice.

**Chart Documentation Requirements Regarding Rendering Provider Signature** In accordance with the DBH Outpatient Chart Manual (OCM), rendering providers are to include the following elements when making an entry in a client’s medical record:

- Date of service;
  - Date of the service is the date of the signature unless the note is created or signed on a later date, and
  - In the latter case, the signature must be followed by the date.
- Signature (includes electronic equivalent);
- Type of professional degree, licensure, or job title if the rendering provider is a non-licensed provider; and
- Relevant identification number, if applicable.

*Continued on next page*

## Information Notice 21-04, Continued

---

### Standard Language and Example

Due to the ongoing identified errors in rendering providers' professional credentials in myAvatar, the following information shall be entered into all clients' medical records by all DBH providers when a service is rendered:

"This note was completed and electronically signed by <RENDERING PROVIDER NAME>, <RENDERING PROVIDER'S PROFESSIONAL DEGREE/LICENSURE/JOB TITLE> and approved by <CLINICAL SUPERVISOR/REVIEWER NAME>, <CLINICAL SUPERVISOR'S PROFESSIONAL DEGREE/LICENSURE>."

Please be advised that the following associate disciplines are required to enter the acronym of their professional degree/licensure followed by the antecedent written out completely:

- ACSW, Associate Clinical Social Worker;
- AMFT, Associate Marriage and Family Therapist, and
- APCC, Associate Professional Clinical Counselor.

This example is provided for clarification:

This note was completed and electronically signed by John Doe, ACSW, Associate Clinical Social Worker, and approved by Sally Seashore, LMFT.

---

### Continued Use

In reviewing the corrections to the DBH rendering providers' professional credentials, DBH determined errors continue to occur regularly and randomly. Additionally, since it has only been months since the conversion to myAvatar, DBH QM agreed with the recommendation of myAvatar Super Users to continue to utilize the standard language until further notice, which will be when errors are confirmed to cease to occur regularly and/or randomly.

---

### Reference(s)

- [Department of Behavioral Health Internet Documents Page: Standard Practice Manual Tab, Outpatient Chart Manual, Pages 67 and 77, and Signatures Section, Pages 165-166.](#)
- 

### Questions

For questions regarding this Information Notice, please contact DBH Quality Management at (909) 386-8227 or [DBH - Quality Management Division](#)

---