

FOOTHILLS GATEWAY, INC.

Documentation of Case Management Activities

PROCEDURE:

Case managers will provide accurate documentation of administrative and case management activities. The Case Manager will enter all log notes into the HCPF prescribed system within five (5) business days.

All targeted case management activities will be entered in 15 minute unit increments. The units documented will reflect the actual duration of the activity. Case Managers will document transportation as a separate log note entry in the BUS.

Case Managers will use plain language when possible and should limit the use of acronyms and non-standard abbreviations.

The Case Manager shall document all activities in a respectful manner. This means that the Case Manager will use person-first language and limit opinion-based observations. All documentation will also be objective and the Case Manager will strive to present the information using grammatically correct language.

If a Case Manager enters incorrect information into the BUS log notes, the Case Manager should notify the Support Services Case Management Director or the Comprehensive Case Management Director. The Director will delete the log note and enter the reason why the log note was deleted.

12/17....6/18