

# CRIB SHEET - RECORDING CHC CONTACT NOTES

## Continuing Health Care Contact Note Types

There is a contact note type of CHC Panel Decision which is used to record the outcome of any panel decision.

### Recording the CHC Panel contact note

- Navigate to Contact Note screen.
- Search for the client. Please refer to the *Finding a Person* section of the *Frontdesk* manual.
- Complete the following fields:

#### Note Type

Enter CHC Panel Decision.



If you enter **C** and then press **Tab** you will be presented with a shorten list of contact note types.

#### Date

Enter the appropriate date.

#### Headline

Enter a headline if necessary.

#### Note Details

Enter note detail.

#### Outcome

Enter the CHC outcome, if necessary/applicable to the note you are recording.

- Click on .

The Care Manager will receive a workflow job entitled “**CHC Panel Decision**”.

If no outcome is recorded this would indicate there is to be no further action.

*Note: for further guidance on recording Contact Notes please refer to the Contact Note manual.*

## Workflow Jobs relating to Continuing Health Care

### Care Manager – CHC Panel Decision

When a Contact Note type of “CHC Panel Decision” is recorded on Swift with an outcome of “**CHC - Deferred because further evidence required**” a workflow job entitled **CHC Panel Decision** will automatically go to the relevant Care Manager.

The workflow job will stay on the Care Manager's workflow until the required information has been returned to the CHC Team. The workflow job will automatically complete under the following circumstances:-

- a new CHC Panel Decision contact note type is recorded with one of following outcomes:-
  - CHC - Already CHC further care agreed
  - CHC - Approved for 100% CHC eligibility
  - CHC - Approved for shared package
- CHC - Information Received contact note type is recorded with CHC - Information Received outcome.