Behavioral Health Services (BHS) EHR Implementation FAQs

Frequently Asked Questions (FAQ) submitted by the BHS System of Care (SOC) will be updated regularly throughout the design, build, and implementation of SmartCare. If you have a question to submit, please send it to QIMatters.hhsa@sdcounty.ca.gov.

	Question	BHS Response
Functionality	*Is SmartCare still two systems or is it just one?*	SmartCare is one system.
	Are the "unresolved" issues from the Cerner Millennium project that caused it to be halted NOT issues for SmartCare?	Correct. The issues with functionality in an outpatient setting identified in Cerner Millennium are not issues in SmartCare.
	Will SmartCare meet the needs of programs such as STRTP since they are different from most mental health programs?	SmartCare is designed to meet regulatory requirements of all program types in the mental health program in our system of care.
	Does SmartCare have interoperability?	Interoperability is the ability to access and share a patient's clinical information no matter where it is stored or how it is formatted. SmartCare has interoperability planned to meet legislative timelines, but it will not be made available at go-live.
	Are forms available in all threshold languages?	Forms are available in English and Spanish. Additional threshold language recommendations will be proposed.
	Will SmartCare have scheduling and billing functionality?	Yes.
	Will it be easier to correct errors to billing?	Per the vendor, billing errors can be corrected in SmartCare. Additional detail will be provided once project implementation begins.

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Functionality		*Will there be an ability for SmartCare to access the local clipboard of the computer accessing the database? In other words, can we copy and paste into SmartCare?*	Copy and paste functionality exists in the system. It is up to each program to determine when copy and paste is appropriate. Please reference the OPOH Section B (Compliance and Confidentiality) for fraud, waste, and abuse.
		Will telehealth be integrated into the new system?	While the ability to document and bill for telehealth exists, BHS is evaluating the suite of telehealth capabilities (such as integration with its Scheduler product). More information will be available as the implementation proceeds.
		Will SmartCare still have the 'shared' functionality? Like with Diagnosis/BHA/CP right now in Cerner.	Many clinical documents in SmartCare are held at the program level. Programs will not "share" a diagnosis, the problem list however is shared between all providers. Due to the nature of the CalAIM Assessment in the Smartcare product, it is designed to be streamlined and program specific. However, programs are still able to view the assessments and documents of other providers. While programs can see documents from other programs, there will not be a single source document. BHS will know more about this functionality as implementation proceeds.
		What are the e-signature capabilities in SmartCare?	SmartCare has e-signature capabilities. A more thorough analysis must be conducted to understand the functionality as project implementation proceeds.
		Will there be a simple way to scan/upload and access wet signature documents such as ROIs?	SmartCare does have the ability to easily upload documents. Additional detail will be provided regarding this functionality as project implementation proceeds.

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Functionality	*Can I use my own ROI?*	Consent management will not work with program-specific ROIs. The SmartCare ROI will allow all data to show real-time. Programs can have clients sign both the SmartCare and their program ROI, which can then be scanned into the system.
	Will outcomes be entered directly into SmartCare, vs the continued use of other systems like DCR (Data Collection Reporting), or mHOMS?	BHS is actively discussing outcome measures with SmartCare. Additional information will be shared with the SOC as soon as it becomes available.
Reporting	*Is any information available yet on the reporting features?*	There are numerous reports and reporting features available through SmartCare. As project implementation proceeds, we will provide additional information.
Hardware	*What types of hardware and systems do we need to begin preparing for, such as tablets, phones, etc..?*	BHS is evaluating this with SmartCare. More information will be shared with the SOC once we have clarification.
Patient Portal	*Will there be an app for clients to see their records (Patient Portal)? Can they email you through the system?*	Yes, there will be a patient portal for clients. Messaging functionality will be available, more information will be shared about the specific functionality as it becomes available.
SOC Engagement and Participation	*Is it important for SOC providers to continue attending subject matter expert (SME) demo meetings at this time?*	Yes. SMEs will be asked to support early planning and implementation recommendations. Your input is critical at this time.
	Will there be an opportunity for prescribers to serve as a SME?	Yes, as prescriber needs are identified, we will reach out for requests for participation. If you are a prescriber, or currently have prescribers who have offered to participate, please contact Heather.Rey@sdcounty.ca.gov.

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	Question	BHS Response
SOC Preparation	*Will extra training be provided for site champions?*	Specific go-live support roles will be identified as project implementation begins. Site champions and/or other support roles will be invited to participate in early training for the new EHR. They will also be asked to join briefings prior to go-live in preparation for their role.
	Can I have more than one site champion for my facility?	Yes, multiple site champions and/or other go-live support roles are encouraged based on program type, roles, hours of operation, and program size. Additional guidance on go-live support recommendations will be provided as project implementation proceeds.
	How will we be notified when it is time to identify site champions?	The County will reach out to you by email and other existing communication channels when it is time to identify your site champions and/or other go-live support roles. During this process, the County will request names and contact information.
Transition	*Will the whole CCBH client record eventually be 'uploaded' into the new EHR, once we are over that hybrid period? Also, when SmartCare goes live will all the current clients just be transferred over or will all new assessments, problem lists, etc.. need to be entered?*	All client records will continue to be available in some form. BHS is evaluating how and where current and historical client records will be accessed.

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	Question	BHS Response
Transition	*How long will CCBH be available when SmartCare goes live?*	When CCBH sunsets in December 2024, access to client records will still be available. There are several components to this, and access to CCBH will be phased out. Once SmartCare goes live in September 2024, data entry in CCBH will cease. At a TBD date (likely in CY 2025), routine access to claims, adjudications, and billing information will cease. The final phase, at a TBD date, CCBH will become view only. As these details become known, BHS will share them with the SOC.
User Experience	*Do we know how much more streamlined documentation is in SmartCare based on other counties' experience?*	While it is difficult to assign a percentage to the reduction in documentation, for example, the CCBH behavioral health assessment (BHA) has 150 questions; the SmartCare BHA has 7 questions. As a streamlined EHR, SmartCare is a single platform that flows through common documentation practices. The focus of this product is to reduce the administrative burden of documentation and allow direct client care.
	What is the client experience with the use of artificial intelligence (AI)?	The possibility of use of AI is on the SmartCare roadmap but has not yet been implemented.

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