Creating Client Alerts

The client alert may be dependent on your program area's documentation method and differ slightly across all programs within Public Health and Children's Developmental Services.

1. For programs who utilize the ISM Electronic Documentation System **Instructions for Creating Client Alerts in ISM** are as follows:

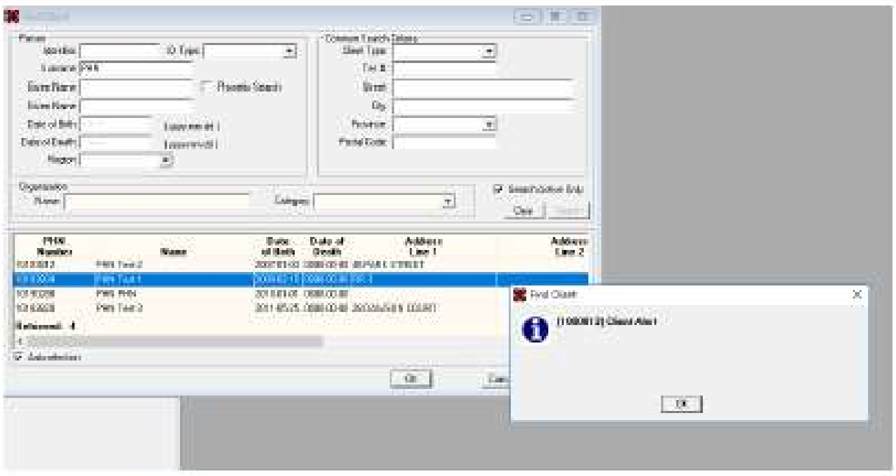
Client Alerts should be added to a client record when situations present that require alerting others to information for future interactions. When an active alert is present on a client's record, upon opening an individual's notebook a pop-up alerting staff to the client alert will occur. Further details about the situation are documented within Client Notes section of the individual's ISM record.

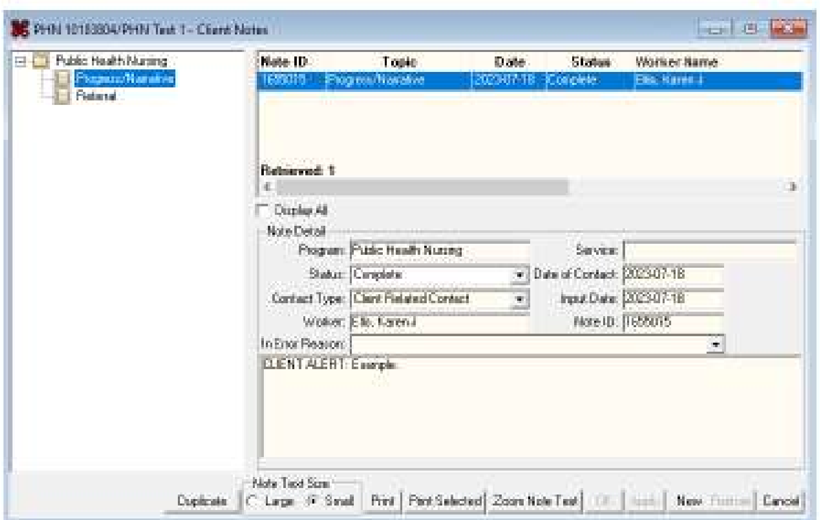
The following steps explain how to create an alert within the Client's ISM Notebook:

- Conduct a client search.
- Select the appropriate client from the list that is generated to open the client's notebook.
- Go to the left-hand side of the screen and click on the **Client Alert icon** .
- In the Client Alert window – add the **Program and Service** by clicking on the icon on the left-hand side of the screen.
- Add the **Reason** for the alert – dropdown choices include: See Client Notes, Safety, and Infection Control.
- Add a **Start Date** and click 'apply'.
- Click on the icon which will *re-direct* you to the **Client Notes** to add information pertinent to the alert.
- In **Client Notes**, select Progress/Narrative and add details in the comment section starting with **CLIENT ALERT**.

<u>Note</u>:
A pop-up will appear on the screen when there is an active alert attached to the client's file. To view the alert, go to **Client Alert icon** and then proceed to **Client Notes** and review information.

Client Alerts will remain active until an 'End Date' is added. Client Alerts should only be end-dated when the situation has been investigated and a concern no longer exists.





2. For programs who utilize a paper-based charting system – consider the following:

When a client is identified with risk behaviours as per the VAT tool:

a) Flag the client record using an **orange dot** so easily visible when pulling record.
b) Add details of the surrounding the alert using the program's standardized form (example provided below) in designated location within the chart.
c) Review any safety plans/care plans and update as necessary.

Example:

****CLIENT ALERT****			
Name		MRN/Date of Birth	
Date Alert Issued		Reason for Alert	
Additional Information			

3. Other **-** For programs who utilize electronic systems, other than ISM mentioned above, it is important to determine a process to have an alert mechanism attached to the client record. This process should be communicated to all program staff. *Consult your program manager for more information.*