

DEPARTMENT OF HEALTH & SOCIAL SERVICES

Behavioral Health Services Division

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Choosing the staff category on the Solano MHP Avatar User Authorization Request form

The **Avatar User Authorization Request** form is not specific to Mental Health and was created by our Department of Information Technology team. Please use this as a guide when requesting Avatar user accounts.

Support Staff, as listed on the Avatar User Authorization form, is defined by Solano County Mental Health Plan as a person utilizing Avatar for administrative office and program support purposes. This role generally has access to reports that standard users do not have and will generally be placed on silent audit (does not justify looking at a record) due to data entry of admissions, services, discharges, etc.

Practitioner, as listed on the Avatar User Authorization form, is defined by Solano County Mental Health Plan as a person utilizing Avatar as a clinical work station to record progress notes (not just service entry) and may create other clinical documents such as assessments, service plans, etc. This role includes licensed, licensed eligible and unlicensed staff working directly with clients providing targeted case management, mental health and/or medication services. This user can carry a caseload, or perhaps not, and will be placed on full audit meaning s/he must justify looking at the record of a client not assigned to the user's caseload.

Since audit rules are assigned by user role we cannot mix these users into combined roles.

Depending on the user type chosen, please submit the following additional document:

Admin Support/Clerical – not doing progress notes

- Avatar User Authorization Request form
- Solano County Acceptable Use Policy
- Electronic Access to Electronic Health Records and Data
- Contractor Privacy & Security Training Acknowledgement
 - Note: employee must first review Privacy and Security Training
- Solano County Oath of Confidentiality

Practitioner/Clinical Staff – individuals who complete progress notes

- Staff Master including copy of actual license(s) – not BBS printout
 - Only submit for practitioners not admin/support staff
- Proof of NPI registration (NPPES must match Staff Master listing) Avatar User Authorization Request form
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