

# ADVSD Client Alert System Procedure

The ADVSD Client Alert System allows for ADVSD and District Center staff to communicate with the After Hours Consultants and our After Hours Call Center contractor. "After Hours" includes the period between 5pm - 8am on weekdays and all hours on weekends and holidays.

A **client alert** serves several purposes:

- enables After Hours consultants and After Hours Call Center to continue with your daytime case management care plans.
- informs After Hours consultants and After Hours Call Center of possible risks in dealing with the client.
- provides basic information and instruction on how to deal with your client's situation.
- provides After Hours consultants and After Hours Call Center important feedback and direction to a case they recently staffed after hours.

**Submit a client alert when:**

Your client is at risk and:

- needs a risk assessment after hours;
- may need urgent intervention after hours;
- there has been a significant change in the care plan that may need to take place after hours;
- may need extra assistance after hours.

**How to submit a client alert:**

- Locate the confidential Client Alert form on the [ADVSD Provider page](https://multco.us/ads/providers-and-program-forms) (<https://multco.us/ads/providers-and-program-forms> and click on "CS: Client Alert System" to find the link). When you click on the Client Alert form, you will be asked to open or save. Save this form on your computer. Complete the form (see Client Alert FAQs for help filling out the form) and save to your computer with the client's last name and the date. Send the file as an attachment to [dchs.client.contact@multco.us](mailto:dchs.client.contact@multco.us). Note: HelpLine staff submit the form to the After Hours Call Center. After Hours consultants have access to this email box and look for the forms there when they go on duty.
- Call the Client Alert line. Leave a message that you submitted a client alert and *briefly* describe the situation and plan of action from the Client Alert form. You may provide additional information you think may be useful. Once your message is left, the After Hours Consultants will be paged. Leaving a voicemail also helps create a second record in the event that After Hours Consultants do not have access to e-mail or the internet or in case of an emergency. The client alert line is confidential and is for internal use only. If you do not know the number, check with your supervisor or call the HelpLine at 503-988-3646 for assistance.

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