

# 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. "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 at <https://goo.gl/forms/PTwroYI1bxTOgbdH3>.

**How to update an existing client alert:**

- If you have the original email containing the client alert you can change the contents of the form by clicking on "here" where it says "Click here to Edit the Submission". Please remember to change the "Alert Time Frame" as well. Note: this will not re-send the email, only change the existing alert that the afterhours team (call center and on-call consultants) sees.
- Go to the Client Alert form (<https://goo.gl/forms/PTwroYI1bxTOgbdH3>). Fill out the form and indicate that the information is an update by beginning "Situation Description" (on the last page) with "UPDATE TO PREVIOUS ALERT" or, simply, "UPDATE".