Avatar NX Frequently Asked Questions

Sacramento County Avatar Training and Support

Purpose of the FAQs:

The Frequently Asked Questions (FAQs) is designed to answer common questions that users may have when using Avatar NX for the first time. The Frequently Asked Questions may change as Avatar NX trainings are updated. If you have any additional questions please contact Avatar Support at 916-876-5806 or Avatar@Saccounty.net.

What is Avatar NX:

Avatar NX is an Electronic Health Record System (EHR) used by Sacramento County Mental Health and Substance Use Prevention and Treatment providers to bill Medi-Cal and other guarantors, document client services, assessments and documentation, and collect client data submitted to the state. Clients must be admitted into your program before entering data into Avatar NX.

Viewing Documents and Completed/Draft Items in Avatar NX

Where can I view the Scanned Documents, Assessments and Progress Notes? – Since there is no longer a client chart, Scanned Documents, Assessments and Progress Notes can be viewed in the client dashboard under the Scanned, PM Forms, CWS Forms and Notes tabs in the Client Documents widget. Providers have the ability to sort the documents/forms by type, date, service (progress notes) and episode.

Scanned documents, assessments and progress notes can also be viewed in the Client Chart Console, under Scanned, PM Forms, CWS Forms and Notes sections.
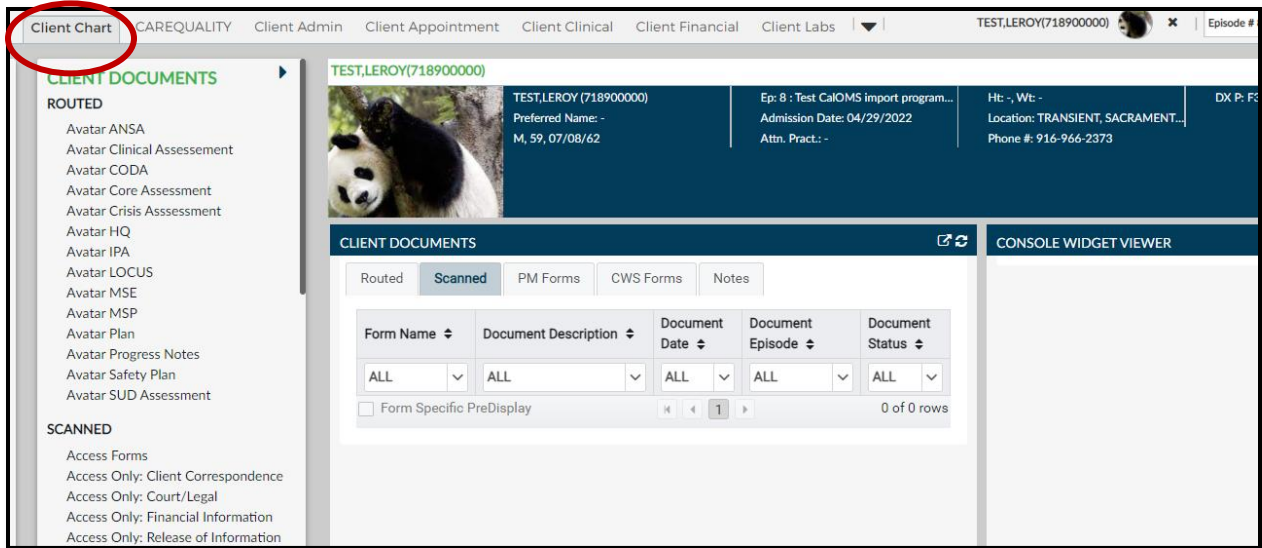
Is there a way to open more than one form at a time in the client dashboard?

Yes, you can have multiple forms open in the Console Widget Viewer. Providers would click on each document/assessment/progress note they would like to view in the Client Documents widget.
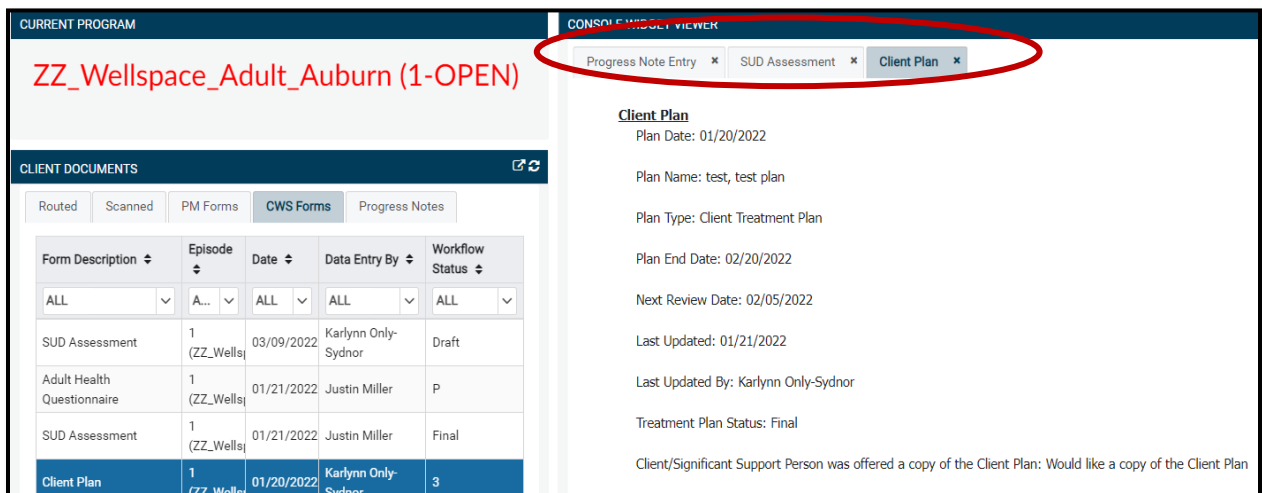

Is there a way to set the episode for the program we are working in when in the Client Dashboard? - Make sure staff is entering info into correct episode by selecting the episode from the episode drop down. The episode you are working can also be verified in the client dashboard by looking at the Current Program widget.
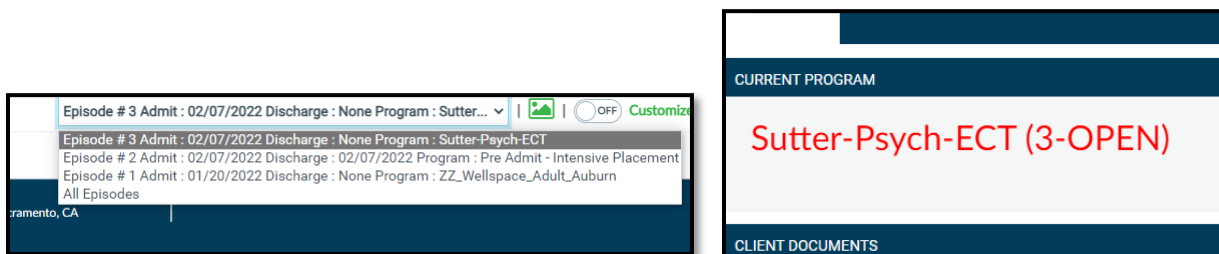
How do I keep a console open? – When you open a form from the dashboard and then close the form, Avatar NX will take you back to the myDay View. If you open a form from one of the consoles, once you close the form, Avatar NX will take you back to the console.

Document Capture

How do I scan documents into Avatar NX since I am unable to use the Client Document Capture form? – To scan documents into Avatar NX use the Document Capture icon in the Control Panel. This will be the only way to launch Document Capture. The Control Panel will stay on the left of the screen while you are in the Client Dashboard and the other consoles.
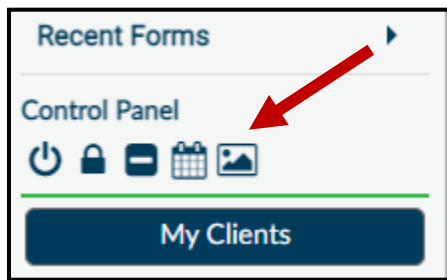

Printing and Viewing Reports

Is there a Progress Note Abstract? – No, there isn't a Progress Note Abstract since the client chart has been removed. Instead providers are encouraged to run any of the many progress note reports. We recommend the Progress Note Summary Report.

How to save exported reports? - Avatar NX automatically saves the report to the Downloads folder on your computer. Providers will have to move the report to the appropriate folder on their computer.
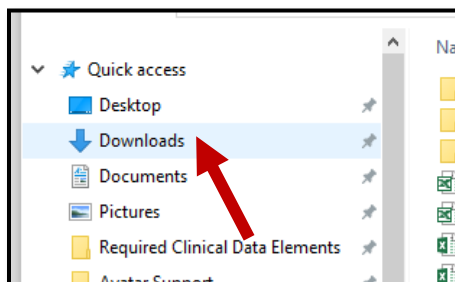
Reports can also be saved to the folder of your choice by clicking on Export/Print Report button at the top of the report viewer window. The report will open in a new browser window in a pdf. From them click the save icon in the top right.
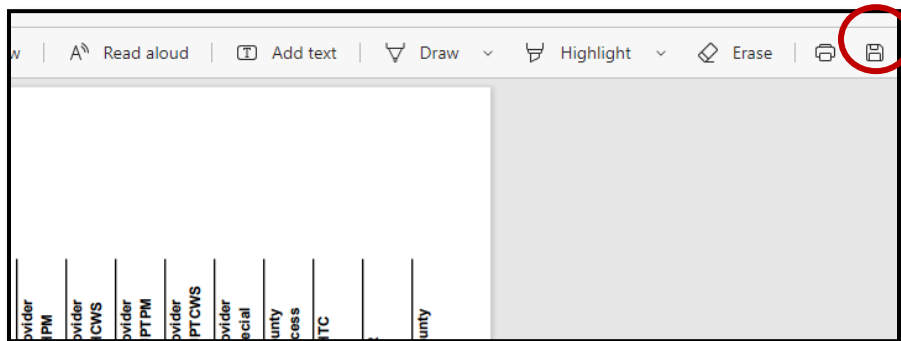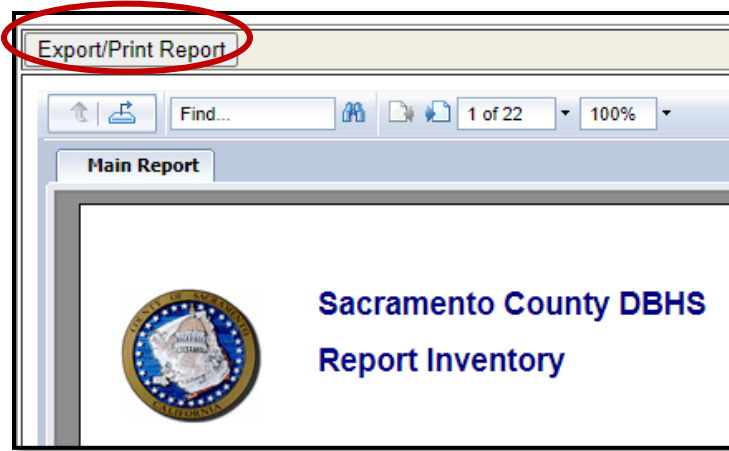
Customization

Are you able to customize the colors of Avatar NX? – No, Avatar NX does not give you the ability to change the colors.

Recovering progress notes or assessments

Can I recover a progress note or assessment if the internet goes down or if the browser is closed or refreshed? – No. This happens because Avatar NX is browser based. Remind staff to not click the refresh or back button. Provider can hide the task bar in their browser by pressing F11.

Reviewing To do Items

Is there a way to center documents when I am reviewing and approving progress notes/assessments? – Yes. In the tool bar across the top of the document preview window, there is an option to make the page fit the width of the screen or fit to page. Or providers can select page view to view one or two pages side by side.

| Fit to width | Fit to page | Page view |
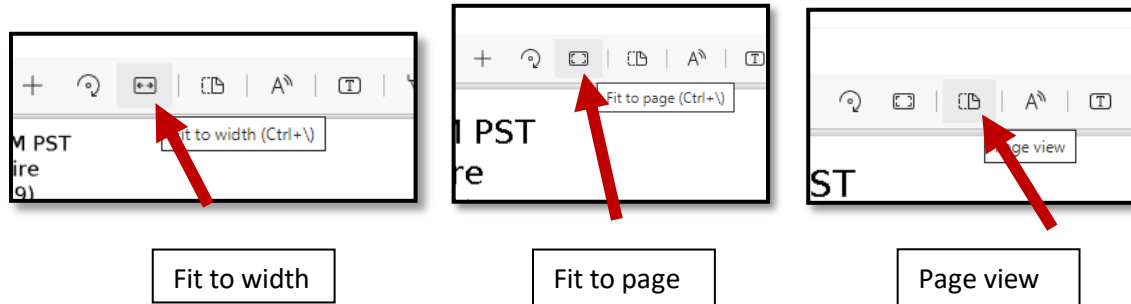
Contact Information:

Avatar Support- Offers support in navigating the system, password resets, and general Avatar questions.

Avatar@saccounty.net or 916-876-5806 available Monday- Friday 8am-5pm except for county holidays.

Billing Support- Offers support on billing related items, working denials, services that are unbilled.

Avatar-Fiscal@saccounty.net available Monday- Friday 8am-5pm except for county holidays.

QM Support- Offers support on documentation, timeliness, and state requirements. Monthly documentation trainings available.

QMInformation@saccounty.net available Monday- Friday 8am-5pm except for county holidays.