

PERS Note Guide

1. The PERS Note is used when PHW sends a report of participants that overutilized their PERS button.
 - a. SC then contacts the participant to discuss the details each time the PERS button was used
 - b. SC documents the conversation or attempt in a PERS Note Session in Function Portal.

Add Session

MCO *
PA Health & Wellness

Owner
Stephanie Kovatich
Manager

Session Type *
PERS Note

Start Time *
4/22/2024 5:50 PM

End Time *
4/22/2024 5:51 PM

1 minutes: 0 billable units

1 PERS Note
6 remaining

1. Outcome *

CANCEL SAVE DRAFT

2. SC will use PERS Note Session in FP for all contacts or attempts to discuss the PERS button overutilization
 - a. Successful
 - b. Unsuccessful
 - c. Left message
3. SC will enter the name of the person they spoke with if the call was Successful

Add Session

1. Outcome *

Left Voicemail

Successful

Unsuccessful

2. Contact name *
John Smith (participant)

3. Outreach Attempt Number *

1

2

3

4

CANCEL ADD SESSION

4. SC will select the appropriate outreach attempt number
5. SC will select the result of the contact attempt

The screenshot shows a mobile application interface with a modal window titled "Add Session". The modal contains the following fields:

- 1. Outcome ***
 - Left Voicemail
 - Successful
 - Unsuccessful
- 2. Contact name ***
John Smith (participant)
- 3. Outreach Attempt Number ***
 - 1
 - 2
 - 3
 - 4

At the bottom right of the modal are two buttons: "CANCEL" and "ADD SESSION".

6. SC will select who the call recipient was
7. SC will provide details of the discussion of the PERS button overutilization and a plan to prevent future overutilizations
 - a. If there were multiple uses of the button with different reasons, then the SC will capture each separate use and plan to prevent them within this one session.

The screenshot shows the same mobile application interface with the "Add Session" modal. The fields are:

- 6. Call recipient type ***
 - Member
 - Member Representative with permission
 - Parent/Guardian
 - Other
- 8. What was the reason for each time the PERS button was utilized? Provide details of discussion. ***
John has been wearing his PERS button when he is sleeping and has been accidentally hitting the button. SC and John discussed that John now plans to have his PERS button on the nightstand that is within his reach, when he is sleeping, and will put it on before he leaves the bed each day, to prevent additional accidental use of the button.

At the bottom right of the modal are two buttons: "CANCEL" and "ADD SESSION".