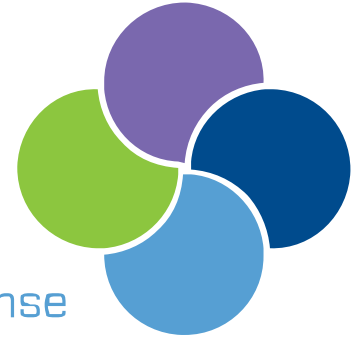


We Care, We Listen, We Respond...24 Hours a Day

# System of Care Portal Overview

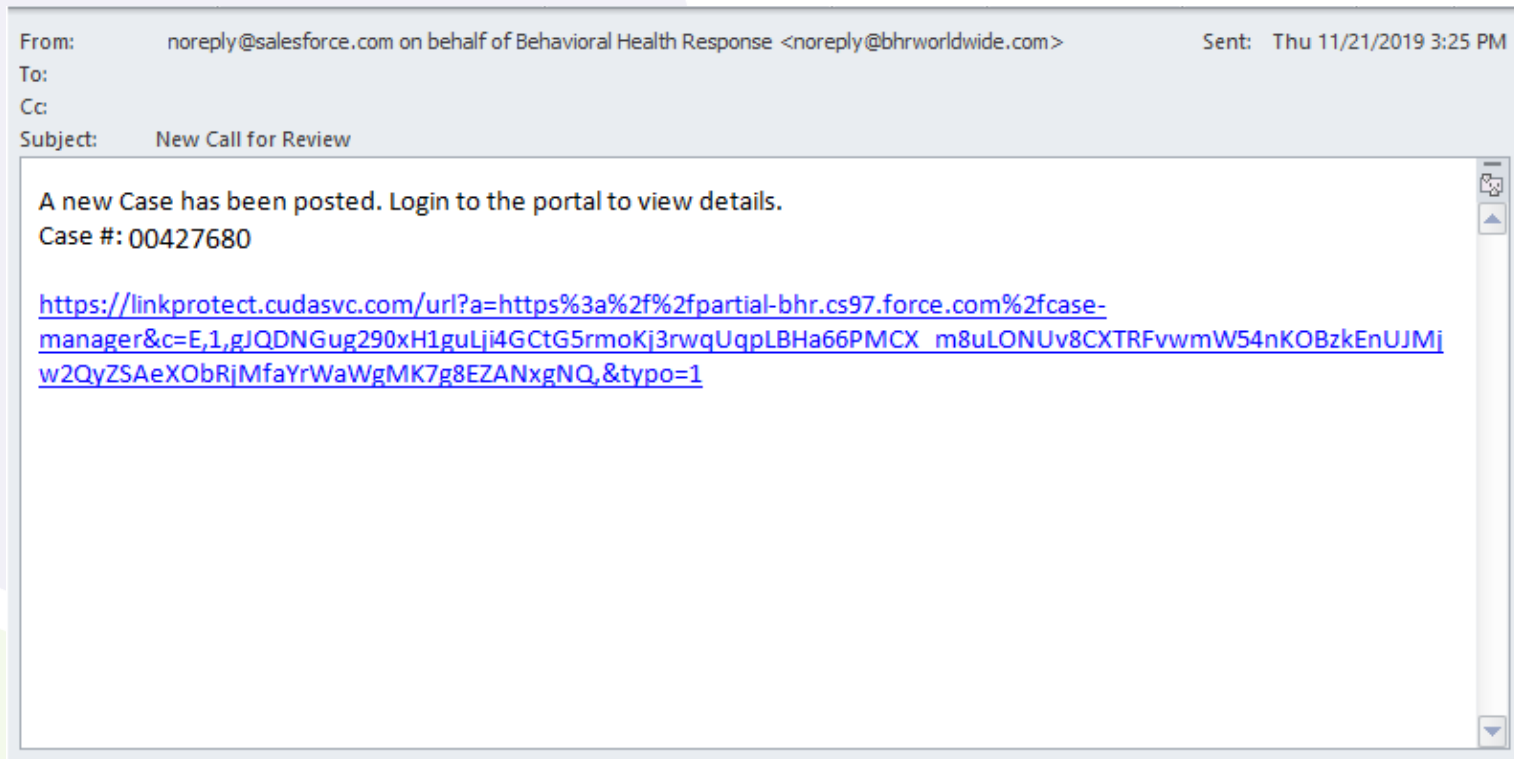
*BHR*

Behavioral Health Response




# Email Notification

- New case is posted to the portal
- New call is posted to an existing case



# User Login



Username

Password

[Log In](#)

Remember me

[Forgot Your Password?](#)

BHR employee? [Log In](#)

We Care, We Listen, We Respond...24 Hours a Day

# Home Tab

 Search...   NICOLE CO... ▾

[Home](#) [ACCOUNTS](#) [ACTIVITY REPORT](#) [CASES](#)

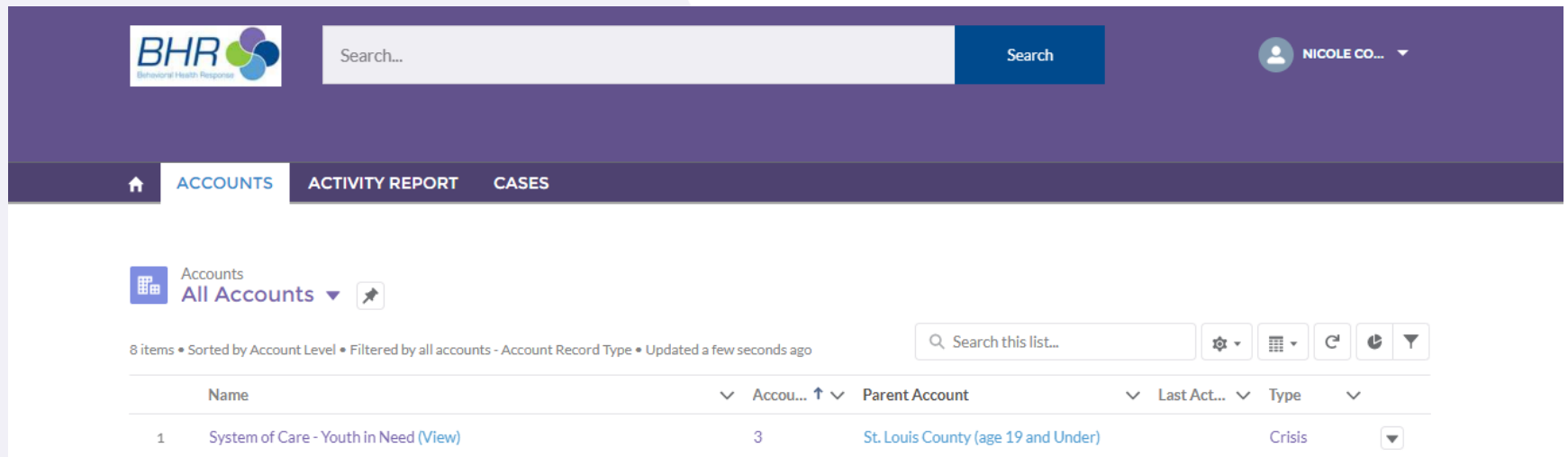
**WELCOME!**

**QUICK LINKS**

**MESSAGES**

We Care, We Listen, We Respond...24 Hours a Day

# Accounts Tab



The screenshot shows the BHR Accounts Tab interface. At the top left is the BHR logo (Behavioral Health Response). To its right is a search bar with the text "Search..." and a blue "Search" button. Further right is a user profile icon for "NICOLE CO..." with a dropdown arrow. Below this is a navigation bar with three tabs: "ACCOUNTS" (selected), "ACTIVITY REPORT", and "CASES".

Below the navigation bar, there is a section for "Accounts" with a sub-tab "All Accounts" and a refresh icon. Below this, there is a summary line: "8 items • Sorted by Account Level • Filtered by all accounts - Account Record Type • Updated a few seconds ago". To the right of this line is a search box "Search this list..." and several icons for settings, view, refresh, and filter.

The main content is a table with the following columns: Name, Accou... (with up/down arrows), Parent Account, Last Act... (with a dropdown arrow), and Type (with a dropdown arrow). The table contains one row:

Name	Accou... ↑ ↓	Parent Account	Last Act... ↓	Type ↓
1 System of Care - Youth in Need (View)	3	St. Louis County (age 19 and Under)		Crisis



# Activity Report Tab

The screenshot shows the BHR Activity Report Tab interface. At the top left is the BHR logo (Behavioral Health Response). To its right is a search bar with the placeholder text "Search..." and a blue "Search" button. Further right is a user profile icon for "NICOLE CO..." with a dropdown arrow. Below this is a navigation bar with three tabs: "ACCOUNTS" (with a home icon), "ACTIVITY REPORT" (which is highlighted), and "CASES".

Under the "ACTIVITY REPORT" tab, there are several filters and controls:

- An "Account" dropdown menu currently showing "System of Care - Youth in Need".
- A "Sort By" dropdown menu currently showing "Newest First".
- A "Time Range" dropdown menu currently showing "This Week". The dropdown is open, showing the following options: "Today", "Yesterday", "This Week" (highlighted in blue), "Last Week", "This Month", "This Quarter", "This Year", and "Last Year".
- A blue "Search" button.
- A blue button labeled "Download Contact Report for Selected Cases".

# Cases Tab

 Search... Search  NICOLE CO... ▾

[Home](#) [ACCOUNTS](#) [ACTIVITY REPORT](#) **[CASES](#)**

FOLDERS  
Unfiled  
Archive

## Unfiled


Move Selected To: Archive ▾ OR New Folder:  Move

Download Contact Report for Selected Cases Download Last X Hour Case Report 24 ▾

<input type="checkbox"/>	CASE	ACCOUNT	READ	LAST ACTIVITY	OUTCOME	PRESENTING PROBLEM
<input type="checkbox"/>	00427680	System of Care - Youth in Need (Louie)	Unread	Nov 21, 2019 3:44:00 PM	Referred to mobile Crisis	Currently Suicidal
<input type="checkbox"/>	00427679	System of Care - Youth in Need (Louie)	Unread	Nov 21, 2019 3:20:00 PM	Referred to another community agency	Non Acute Mental Health Needs

Show More

# Case Information



[Home](#) [ACCOUNTS](#) [ACTIVITY REPORT](#) [CASES](#)


### Case Information


Case Number: 00427680  
Date/Time Opened: 11/21/2019 3:44 PM  
Status: New  
Most Recent Outcome: Referred to mobile Crisis  
Folder Name:  
Client Name: [Sample Client](#)

[Mark Unread](#)  
Community Status: Read  
[View Case Report](#)

### Additional Information


Subject: System of Care - Youth in Need - Sample Client - 11/21/2019 3:44 PM

 **Provider Notes (0)**

 **Referrals (0)**



# Case Report

SearchNICOLE CO...

[ACCOUNTS](#) [ACTIVITY REPORT](#) [CASES](#)

## System of Care - Youth in Need (Louie)

### Contact Report

Case Number 00427680

<b>Client Name:</b> Sample Client	<b>Email:</b>
<b>Address:</b> 777 Street St. Louis MO 63021	<b>Home Phone:</b> (555) 555-5555
<b>Country:</b>	<b>Cell Phone:</b>
<b>DOB/Age:</b> 03/20/2011	<b>Other Phone:</b>
	<b>Fax:</b>

#### Call Details

<b>PRIMARY PROBLEM</b> Currently Suicidal	<b>OUTCOME</b> Referred to mobile Crisis
--	---

<b>Call Type:</b> Inbound	<b>Call Date &amp; Time:</b> 11/21/2019 3:44 PM
<b>Caller Name:</b> Sample Caller	<b>Call Duration:</b>
<b>Caller Email:</b>	<b>Caller Phone:</b> 444-444-4444

#### Question Set Details

Question Set  
Chat/Text

How does client identify their gender?

# New Provider Note

## New Provider Note

### Information

Provider Note Name

• Case

Account

Attended Provider Appointment

On-Going Support Status

On-Going Support Date ⓘ

Referred to Another Provider

Referral Information

Provider Note

On-Going Support Status

- None--
- ✓ --None--
- Client picked up for services
- No ongoing services will be provided

# New Referral

## New Referral

### Information

Referral Name

\* Case

00427680

Referred By

\* Referred To

System of Care - Children's Advocacy Services of Greater St. Louis

Appointment Date

Date

Time

Attended Appointment

Notes

\* Referred To

children

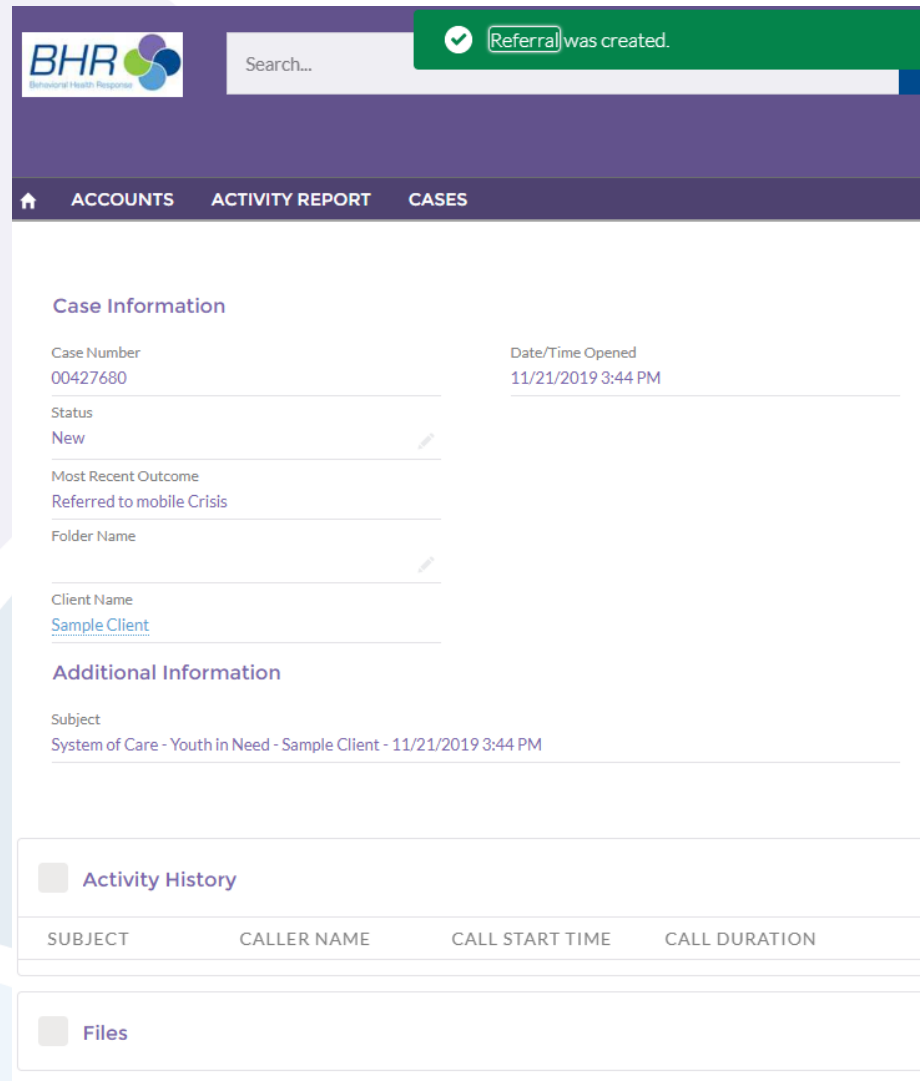
Search "children" in Accounts

- System of Care - Epworth Children and Family Services
- System of Care - St. Vincent Home for Children
- System of Care - Children's Advocacy Services of Greater St. Louis

Cancel Save & New Save

# Case Referred to Another Agency

No further access to this case



The screenshot shows the BHR (Behavioral Health Response) system interface. At the top, there is a search bar and a green notification banner that says "Referral was created." with a checkmark icon. Below the navigation bar (ACCOUNTS, ACTIVITY REPORT, CASES), the "Case Information" section displays the following details:

- Case Number: 00427680
- Date/Time Opened: 11/21/2019 3:44 PM
- Status: New
- Most Recent Outcome: Referred to mobile Crisis
- Folder Name: [Redacted]
- Client Name: [Sample Client](#)

The "Additional Information" section shows:

- Subject: System of Care - Youth in Need - Sample Client - 11/21/2019 3:44 PM

Below this, there are two expandable sections:

- Activity History**: A table with columns for SUBJECT, CALLER NAME, CALL START TIME, and CALL DURATION.
- Files**: A section for viewing case files.

# Case Removed From Cases Tab

The screenshot shows the BHR (Behavioral Health Response) interface. At the top left is the BHR logo. A search bar is located in the top right, with the text "Search..." and a "Search" button. To the right of the search bar is a user profile icon for "NICOLE CO..." with a dropdown arrow. Below the search bar is a navigation bar with tabs for "ACCOUNTS", "ACTIVITY REPORT", and "CASES". The "CASES" tab is active. On the left side, under "FOLDERS", there are two options: "Unfiled" and "Archive". The main content area is titled "Unfiled". Below the title, there are two buttons: "Download Contact Report for Selected Cases" and "Download Last X Hour Case Report" with a dropdown menu set to "24". Below these buttons is a table with the following columns: "CASE", "ACCOUNT", "READ", "LAST ACTIVITY", "OUTCOME", and "PRESENTING PROBLEM". The table contains one row with the following data: "00427679", "System of Care - Youth in Need", "Unread", "Referred to another community agency", and "Non Acute Mental Health Needs". Below the table is a "Show More" button.

**BHR**  
Behavioral Health Response

Search... Search

NICOLE CO...

ACCOUNTS ACTIVITY REPORT **CASES**

FOLDERS  
Unfiled  
Archive

Unfiled

Move Selected To: Archive OR New Folder: Move

Download Contact Report for Selected Cases Download Last X Hour Case Report 24

CASE	ACCOUNT	READ	LAST ACTIVITY	OUTCOME	PRESENTING PROBLEM
<input type="checkbox"/>	00427679	System of Care - Youth in Need	Unread	Referred to another community agency	Non Acute Mental Health Needs

Show More

# Case Moved to Referral Agency's Portal

Referral agency's contact receives email notification that a case has been posted to their portal

The screenshot displays the BHR (Behavioral Health Response) portal interface. At the top left is the BHR logo. A search bar with the text "Search..." and a "Search" button is located to the right. The user profile "NICOLE CO..." is visible in the top right corner. Below the search bar is a navigation menu with options: "ACCOUNTS", "ACTIVITY REPORT", and "CASES". The "CASES" tab is selected. On the left side, under "FOLDERS", there are options for "Unfiled" and "Archive". The main content area shows the "Unfiled" folder. There are two buttons: "Download Contact Report for Selected Cases" and "Download Last X Hour Case Report" with a dropdown menu set to "24". Below these buttons is a table of cases:

<input type="checkbox"/>	CASE	ACCOUNT	READ	LAST ACTIVITY	OUTCOME	PRESENTING PROBLEM
<input type="checkbox"/>	00427680	System of Care - Children's Advocacy Services of Greater St. Louis	Unread		Referred to mobile Crisis	Currently Suicidal

A "Show More" button is located below the table.

# Case Information

All Provider Notes  
and Referrals  
are tracked

The screenshot shows the BHR (Behavioral Health Response) web application interface. At the top, there is a search bar and navigation tabs for ACCOUNTS, ACTIVITY REPORT, and CASES. The main content area is titled 'Case Information' and displays the following details:

- Case Number:** 00427680
- Date/Time Opened:** 11/21/2019 3:44 PM
- Status:** New
- Most Recent Outcome:** Referred to mobile Crisis
- Folder Name:** (empty)
- Client Name:** [Sample Client](#)

Below this, the 'Additional Information' section shows the **Subject:** System of Care - Children's Advocacy Services of Greater St. Louis (Louie) - Sample Client - 11/21/2019 3:44 PM.

The interface also features two summary sections:

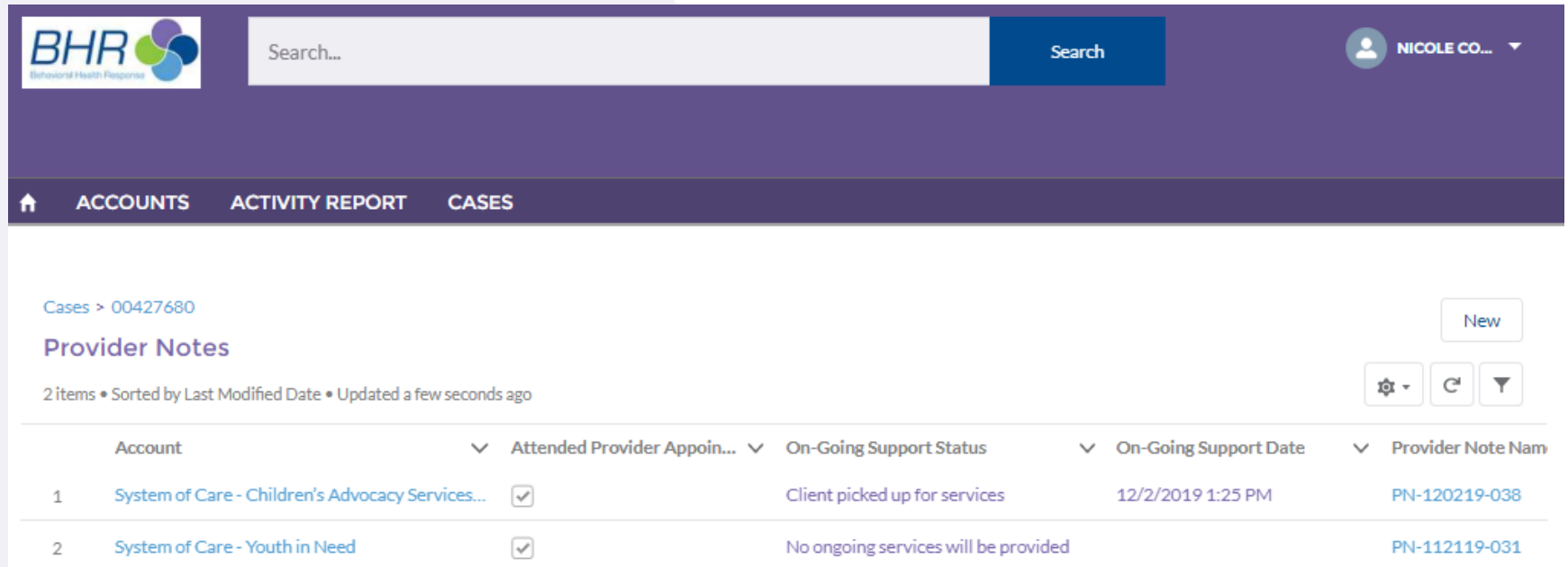
- Provider Notes (2):** A table with columns for ACCOUNT, ATTENDED PROVIDER, ON-GOING SUPPORT, and ON-GOING SUPPORT. It lists two entries:
 

ACCOUNT	ATTENDED PROVIDER	ON-GOING SUPPORT	ON-GOING SUPPORT
<a href="#">System of Care - Child...</a>	<input checked="" type="checkbox"/>	Client picked up for servi...	12/2/2019 1:25 PM
<a href="#">System of Care - Yout...</a>	<input checked="" type="checkbox"/>	No ongoing services will ...	
- Referrals (1):** A table with columns for REFERRED TO, REFERRED BY, APPOINTMENT DATE, and ATTENDED APPOINTMENT. It lists one entry:
 

REFERRED TO	REFERRED BY	APPOINTMENT DATE	ATTENDED APPOINTMENT
<a href="#">System of Care - Child...</a>	<a href="#">System of Care - Children...</a>	11/25/2019 10:30 AM	<input checked="" type="checkbox"/>

We Care, We Listen, We Respond...24 Hours a Day

# View All Provider Notes




The screenshot shows the BHR (Behavioral Health Response) web application interface. At the top left is the BHR logo. A search bar with the placeholder text "Search..." and a blue "Search" button is located to the right of the logo. In the top right corner, there is a user profile icon for "NICOLE CO..." with a dropdown arrow. Below the search bar is a navigation menu with a home icon and three items: "ACCOUNTS", "ACTIVITY REPORT", and "CASES". The main content area shows a breadcrumb "Cases > 00427680" and a "New" button. The section title is "Provider Notes" with a subtitle "2 items • Sorted by Last Modified Date • Updated a few seconds ago". To the right of the subtitle are three icons: a settings gear, a refresh arrow, and a filter funnel. Below this is a table with the following columns: "Account", "Attended Provider Appoin...", "On-Going Support Status", "On-Going Support Date", and "Provider Note Nam". The table contains two rows of data.


	Account	Attended Provider Appoin...	On-Going Support Status	On-Going Support Date	Provider Note Nam
1	System of Care - Children's Advocacy Services...	<input checked="" type="checkbox"/>	Client picked up for services	12/2/2019 1:25 PM	PN-120219-038
2	System of Care - Youth in Need	<input checked="" type="checkbox"/>	No ongoing services will be provided		PN-112119-031



# Provider Note Details



[ACCOUNTS](#) [ACTIVITY REPORT](#) [CASES](#)

 **Provider Note**  
**PN-120219-038**

Provider Note Name  
PN-120219-038

Case  
[00427680](#)

Account  
[System of Care - Children's Advocacy Services of Greater St. Louis \(Louie\)](#)

Attended Provider Appointment

On-Going Support Status  
Client picked up for services

On-Going Support Date  
12/2/2019 1:25 PM

Referred to Another Provider

Referral Information



Provider Note  
next appt 12/20 at 9am

**System Information**

Created By  
[Nicole Ainley](#), 12/2/2019 1:21 PM

Last Modified By  
[Nicole Ainley](#), 12/2/2019 1:25 PM

# View All Referrals

 Search...  

[Home](#) [ACCOUNTS](#) [ACTIVITY REPORT](#) [CASES](#)

Cases > 00427680

### Referrals

1 item • Sorted by Last Modified Date • Updated a few seconds ago

	Referred To	Referred By	Appointment Date	Attended Appointment	Referral Name
1	<a href="#">System of Care - Children's Advocacy Services ...</a>	<a href="#">System of Care - Children's Ad...</a>	11/25/2019 10:30 AM	<input checked="" type="checkbox"/>	R-112519-063

- Provider Notes and Referrals documented in the portal are automatically updated in BHR's system