

## Avatar CWS Common Go-Live Questions

### **Q. Our facility starts training in a month, where do I begin?**

**A.** Have a registration form for all staff members completed, signed and emailed to [avatartrainingregistration@saccounty.net](mailto:avatartrainingregistration@saccounty.net), or faxed to 876-6633, no later than **30 days** prior to your first training week. Class size is limited because there will be other facilities training at the same time as your facility. Please do not cancel appointments or change schedules until you have received registration confirmation from the Avatar team.

**Registration forms** can be obtained at  
[http://www.dhhs.saccounty.net/BHS/Avatar/Pages/GI\\_Avatar\\_Training.aspx](http://www.dhhs.saccounty.net/BHS/Avatar/Pages/GI_Avatar_Training.aspx)

The **Class Schedule** is here:  
[http://www.dhhs.saccounty.net/BHS/Avatar/Pages/GI\\_Avatar\\_Training.aspx](http://www.dhhs.saccounty.net/BHS/Avatar/Pages/GI_Avatar_Training.aspx)

All training is at 9333 Tech Center, Suite 100.

### **Q. When do you need to have our registration forms?**

**A.** Please complete the Avatar Account/Training Registration form at least **30 days** prior to your agency's scheduled training start date. Please include the training sessions your staff will be attending. If your staff require an alternative scheduling option (e.g. staff only work on days training is not offered), please provide that information **45 days** in advance. This allows us to make arrangements with enough lead time to accommodate training needs without delaying the schedule.

### **Q. Once I send in the registration forms can I assume that my staff has a place in those classes?**

**A.** No, we need to confirm that there is room in the class. Please do not cancel appointments or change schedules until you have received confirmation.

### **Q. Can I register my staff if I do not have their Staff Id's yet?**

**A.** No, everyone must have an assigned staff id from Quality Management so that staff is properly set up in the Avatar system for the training.

**Q. There is some staff who would like to observe some of the classes, even though they will not be using those modules. Can they do that?**

**A.** Yes. Up to two people can audit each class as long as they have registered. An auditor must identify someone from their agency with whom they will be observing and must have permissions to see that person's client data. Please write under comments on the registration form that they are an auditor and with whom in the class they will be working.

**Q. Can I sign up my staff for training during any week prior to our go live?**

**A.** No, because of capacity limits, we ask that you register your staff during the two weeks that your facility has been identified to train. If you have staff on vacation or otherwise not available those weeks, you may sign them up for other sessions, preferably during weeks prior to your training weeks, but you **MUST** give a reason in the comments section why they are being signed up outside of your training weeks.

**Q. What training classes should my staff attend?**

**A.**

- **Doctors, Nurses, and Clinicians:**
  - **CWS** – Clinicians
  - **Order Connect Non Prescribers** - Clinicians
  - **Doctor CWS & Order Connect Prescribers** – Psychiatrists, Prescribing Doctors & Agents for Doctors
  - **Scheduler Class** if your facility will be using this module in Avatar and Doctors, Nurses or Clinicians will be entering their appointments or want to view them.
- **Mental Health Workers 1 & 2**
  - **CWS** – will only be in class for ½ day. They will have the Introduction to Avatar and the Progress Notes portion of the CWS class.
  - **Scheduler Class** (if your facility will be using it)
- **Admin Staff** should come to
  - **CWS** to learn how data is entered into the system by the Clinical Staff and how to pull reports. Admins will only have hands on training until 10:30 after which they will only be able to observe. They are welcome to stay as long as their supervisor requests them to stay.
  - **Order Connect Non Prescriber** – for those staff entering lab orders from lab slips and lab results
  - **Corrections in EHR** – for those who have been to the Advanced Billing class and have the ProvFiscal user role in Avatar. Only 1 or 2 staff can be given this role.
  - **Scheduler Class** (if your facility will be using it)

The Class Schedule is located here:

[http://www.dhhs.saccounty.net/BHS/Avatar/Pages/GI\\_Avatar\\_Training.aspx](http://www.dhhs.saccounty.net/BHS/Avatar/Pages/GI_Avatar_Training.aspx)

**Q. When will we receive our signature pads?**

**A.** Signature pads will be distributed at training to the Program liaison. Please email the [avatartrainingregistration@saccounty.net](mailto:avatartrainingregistration@saccounty.net) ahead of time with the number of Clinical Staff in your Program so that we can have the signature pads ready for you.

**Q. Our site will be using the Scheduler module in Avatar. How do we set up holidays and other days off so that staff is not incorrectly scheduled for those days?**

**A.** After training, everyone will know how to block off an individual staff member during times they will not be seeing clients. For days, such as holidays and conferences, when multiple staff members will not be seeing clients, the Avatar team will help someone from your facility to set that up immediately after the Scheduler class. Please make sure one person comes to the training with the following completed form.

[http://www.dhhs.saccounty.net/BHS/Avatar/Documents/RL\\_Avatar\\_Site\\_Registration\\_Form.pdf](http://www.dhhs.saccounty.net/BHS/Avatar/Documents/RL_Avatar_Site_Registration_Form.pdf)

**Q. Once our staff is trained – then what?**

**A.** There is a Walk Through date scheduled (usually a Monday) immediately prior to your Go Live date:

- Please have your IT staff available at this time.
- A Trainer will go through your facility to make sure all computers are set up properly.
- The Trainer will be available to answer any questions, or go over any areas that are challenging. It is recommended that you schedule a meeting during this time for your staff to meet with the trainer.
- The following day (your Go Live day) and the next day, a trainer will be at your site for two full days to answer any questions and help in any way. Please send your hours of operation to [avatartrainingregistration@saccounty.net](mailto:avatartrainingregistration@saccounty.net).
- After that, you may call or email the Avatar Help desk with any questions.
- Every 1<sup>st</sup> and 3<sup>rd</sup> Monday from 2:00-4:00 at 9333 Tech Center, you may drop in for any help that you need. Members of the Avatar team will be there to assist you in person.