

SOUTHERN HIGHLANDS COMMUNITY MENTAL HEALTH CENTER
POLICY AND PROCEDURE MANUAL

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Section Number 286

Policy 286 - Avatar Documentation Finalization Upon Resignation/Termination

I. STATEMENT OF PURPOSE

The purpose of this policy is to ensure completion and finalization of any outstanding documentation upon the resignation or termination of any Agency staff.

II. POLICY

If a staff member gives notice of resignation, it will be the responsibility of the administrative supervisor to ensure all outstanding documentation is completed, approved, and finalized before the last day of employment. Documentation should take priority in final tasks to be completed during a working notice.

A. Procedure

It is at the discretion of the Administrative Supervisor to determine the last billing date to ensure documentation is completed.

The administrative supervisor will contact the Quality Assurance Specialist no less than two days prior to the staff leaving to have draft reports generated on that staff to ensure there is no outstanding documentation needing to be finalized. The Quality Assurance Specialist will be notified of any resignation of clinical staff.

If the staff requires documentation review and sign-off from another supervisor, it will be the responsibility of the administrative supervisor to notify the other supervisor of the resignation and the pending last day of employment. The other supervisor will also monitor completion of final documentation.

In the event that a staff person is terminated, a designated IT staff will finalize any outstanding documentation, based on documentation in staff's queue or draft report, on behalf of the staff person. **The designated IT staff will not alter any clinical content.**

The supervisor who provides documentation review and sign off will then go into "Append Documents" in Avatar and will notate that the staff person has left the Agency and documentation is being submitted on their behalf without clinical content being altered.

The notation will show in the documentation along with the supervisor who notated it.

If the supervisor determines that the documentation submitted is too insufficient to justify the billing of the service, the service will not be charged. The service may be re-assigned to another staff member to complete.