

County of Santa Clara

Office of the County Executive

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DATE: April 28, 2023

TO: Honorable Board of Supervisors
Jeffrey V. Smith, County Executive

FROM: Dr. Eureka Daye, **PhD., MPH, MA, LPC, LMFT, CCHP, LSSBB**
Director of Custody Health and Behavioral Health Services

SUBJECT: Custody Health Services Access to myAvatar

At the Reentry Network meeting on February 8, 2023 (Item No. 4), Supervisor Chavez requested an off-agenda report pertaining to Custody Health Services staff access to the Behavioral Health Services Department electronic health record, myAvatar, when a client is booked into custody, to ensure treatment continuity.

Behavioral Health Services Department myAvatar

The Behavioral Health Services Department (BHSD) utilizes the electronic health record, myAvatar, for clients and case management. Similar to HealthLink, the electronic health record system used by Adult Custody Health Services (ACHS) and the Santa Clara County Health System (SCCHS), my Avatar is BHSD's centralized repository to capture, document and review the care provided to a BHSD client. It is a system specifically designed for organizations that provide behavioral health and additional treatment services. While HealthLink is the primary system for ACHS and SCCHS for capturing and documenting the medical and mental health care provided to patients including labs, medications, clinical notes, charts, patient history, etc., ACHS is able to access myAvatar and other systems to assist in garnering additional information on a shared client. The access is read only enabling ACHS staff to see the documentation but not allowing ACHS staff to document or edit the medical record on myAvatar. Other systems include Unicare, which was the electronic health records system for BHSD until the transition to myAvatar in 2020, which still provides useful BHSD historical information including previous

treatment, and Care Everywhere, which is a health information management system that enables ACHS to see where the patient may have received additional care from other healthcare systems that utilize the Epic software system (i.e., HealthLink) or another electronic health record system that shares its information on the Care Everywhere platform (e.g., other hospital systems in and outside Santa Clara County, other counties besides the County of Santa Clara, etc.).

And, to ensure continuity of care, similar to ACHS read only access to myAvatar, BHSD staff have read only access to HealthLink to additionally garner any information pertaining to care provided by ACHS staff while a BHSD client was in custody.

Lastly, there are efforts currently underway where BHSD is working with its electronic health record (myAvatar) vendor, NetSmart, to utilize an interoperability framework, CareQuality, for data and information sharing/interface among other electronic health record systems (e.g., using the CareEverywhere feature in HealthLink) to further assist the whole person care concept among different providers throughout the County and the community. The project roll out is anticipated in the next few months.