

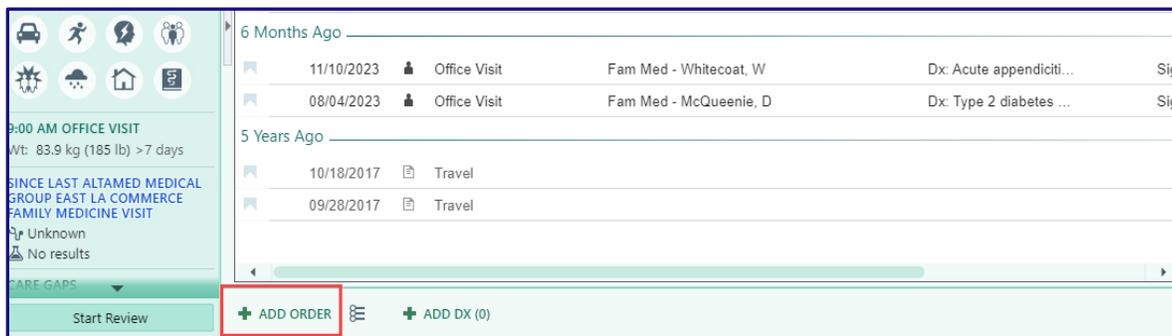
AltaMed Gives Program Order and Acknowledgement

This Tip Sheet outlines how to place an AltaMed Gives Program order to nominate a patient to receive an AltaMed Gives gift and how to complete the AltaMed Gives Acknowledgment form once a patient has been approved for the gift. Once the gift has been given to the patient an In Basket message needs to be sent to the AltaMed Gives Pool and Requester.

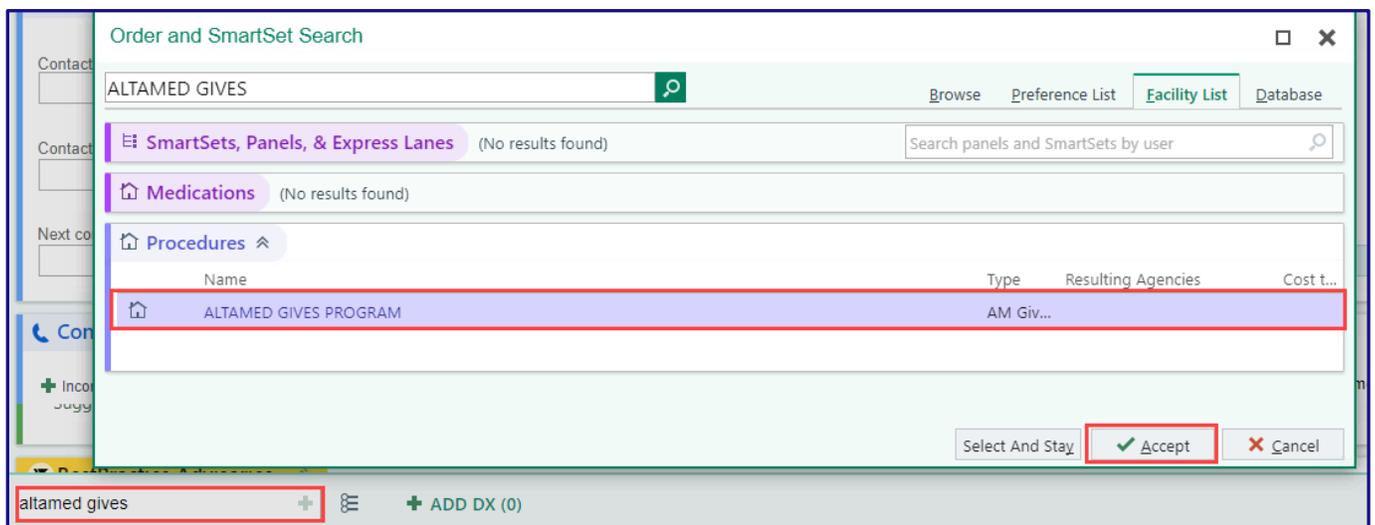
Requester

Requester (Provider, MA, LVN, RN, SW, etc..) will submit an AltaMed Gives Order to nominate a patient to receive an AltaMed Gives gift within an encounter or visit.

1. CLICK: **ADD ORDER**



2. ENTER: **AltaMed Gives**
3. SELECT: **AltaMed Gives Program Order**
4. CLICK: **Accept**



5. COMPLETE: AltaMed Gives Program Order **hard stops**
 - a. Enter the Requester's Supervisor name & email in the "Clinic Director name & email" field
6. CLICK: **Accept**

7. CLICK: **SIGN ORDERS**

- a. Non Providers will continue to select Per Protocol: Cosign required option when signing the order and entering the Provider as the Ordering/Authorizing provider info per usual

NOTE: Order will **not** appear in the AVS or patient's MyChart portal.

If AM Gift is **Denied**:

- AltaMed Gives Program team will inform Requester and Supervisor through In Basket

If AM Gift is **Approved**:

- AltaMed Gives Program team will inform Requester, Supervisor, and Front Desk through In Basket
- Requester and/or Supervisor will inform the patient to pick up the gift and sign the AltaMed Gives Acknowledgement form at the Front Desk

Front Desk

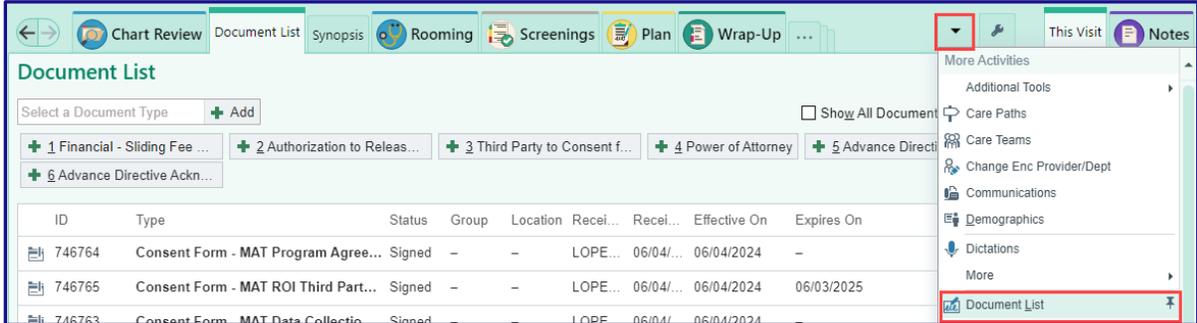
The Requester and Supervisor will be notified of gift approval and will contact the patient to inform to pick up gift, and sign the AltaMed Gives Acknowledgement form with the Front Desk.

Front Desk users can complete the AltaMed Gives Acknowledgement form once a patient has been approved for an AltaMed Gives gift.

If the patient is home-bound, the **Case Manager/Social Worker/Community Health Worker** will provide the gift to the patient at their next home visit and have the patient complete the AltaMed Gives Acknowledgement form electronically or via paper.

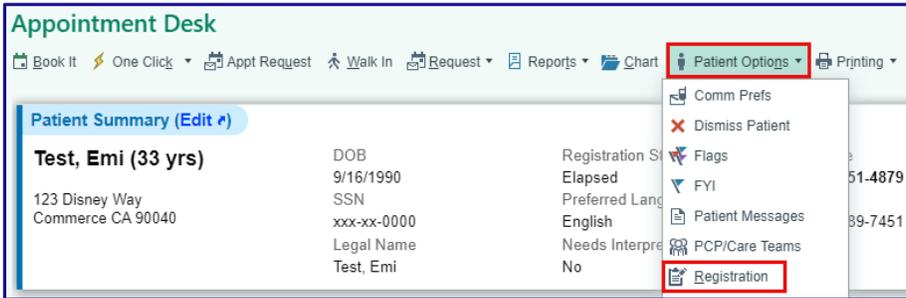
1. OPEN: **Patient's Appt Desk**

- a. Case Managers/Social Worker/Community Health Worker will click on Document List under Additional Activity drop down within Home Visit encounter to access AltaMed Gives Acknowledgement form (skip to step 5)



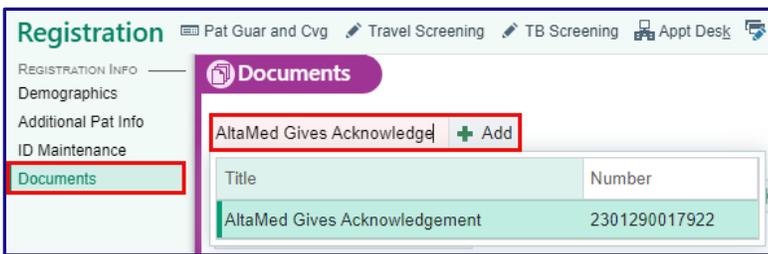
2. CLICK: **Patient Options**

3. SELECT: **Registration**

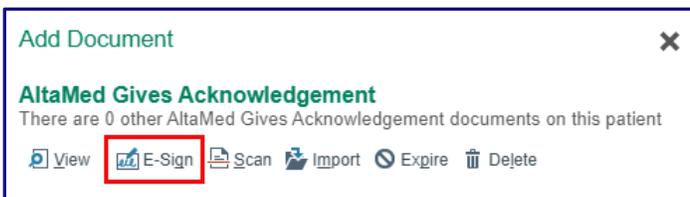


4. CLICK: **Documents**

5. SEARCH: **AltaMed Gives Acknowledgement** and press **ENTER**



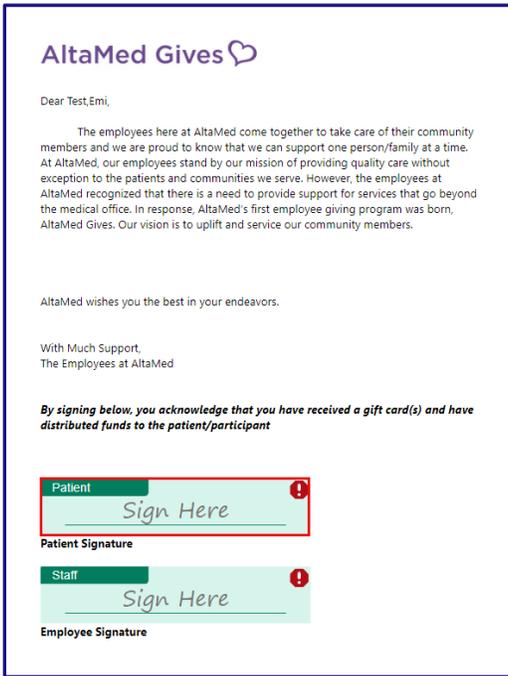
6. CLICK: **E-Sign**



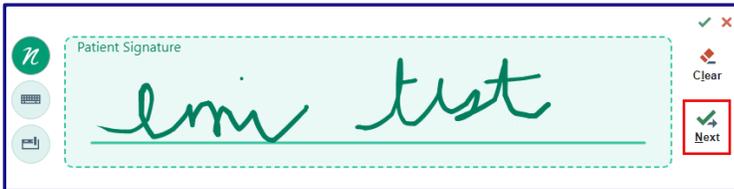
7. The **E-Signature Document Collector** window will launch

8. FOLLOW: Standard workflow to review the document with the patient

9. CLICK: The **Patient Signature** field to collect patient signature



10. CLICK: **Next**



10. CLICK: The **Sign on Screen** or **Keyboard** icon to collect your signature

11. CLICK: **Accept** to accept signatures



12. CLICK: The **print icon** to print a copy of the acknowledgment for the patient

13. CLICK: **Accept** to close the E-Signature Document Collector

14. The **AltaMed Gives Acknowledgement** will display as **signed** in the **Documents** table



15. CLICK: **Close Reg** to close Registration

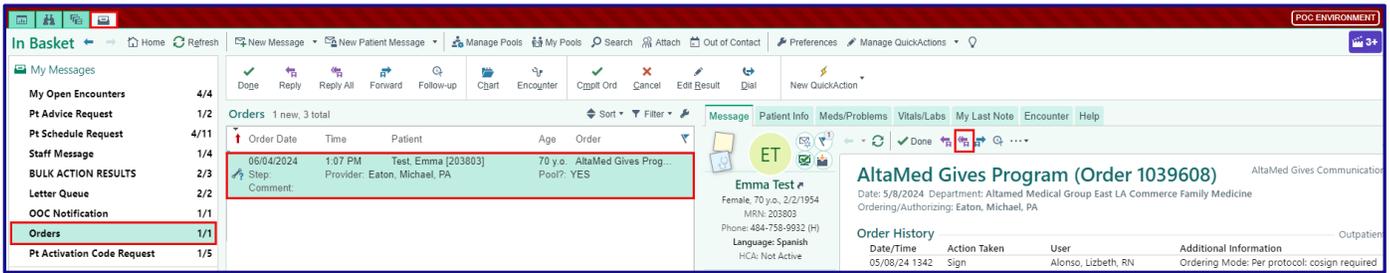
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Send In Basket Message

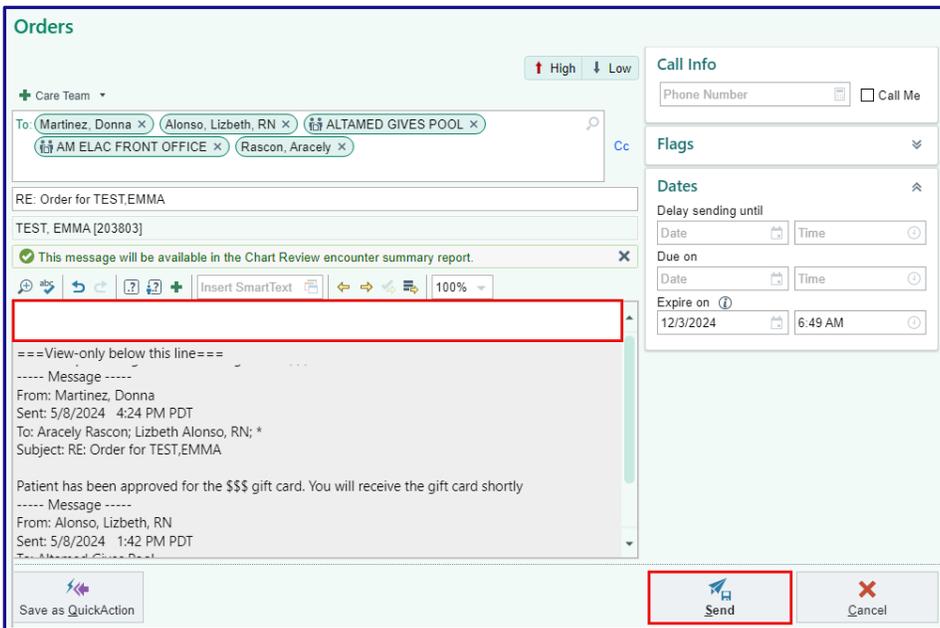
Front Desk users will be responsible for sending an In Basket message to the AltaMed Gives Pool and Requester once the gift has been given to the patient.

If the **CM/SW/CHW** provided the gift, and the acknowledgement form was electronically signed then the Case Manager will be responsible for sending the message. If the acknowledgement form was signed on paper, the Case Manager will give the Front Desk the signed hard copy to send for scanning, and Front Desk will be responsible for sending the message.

1. OPEN: **In Basket**
2. CLICK: **Orders** folder
3. SELECT: **Appropriate Order Message**
4. CLICK: **Respond All** icon



5. ENTER: Confirmation **comment** of gift pick up
6. CLICK: **Send**



NOTE: The Requester and AltaMed Gives Pool users will receive the In Basket message in the Orders Message folder