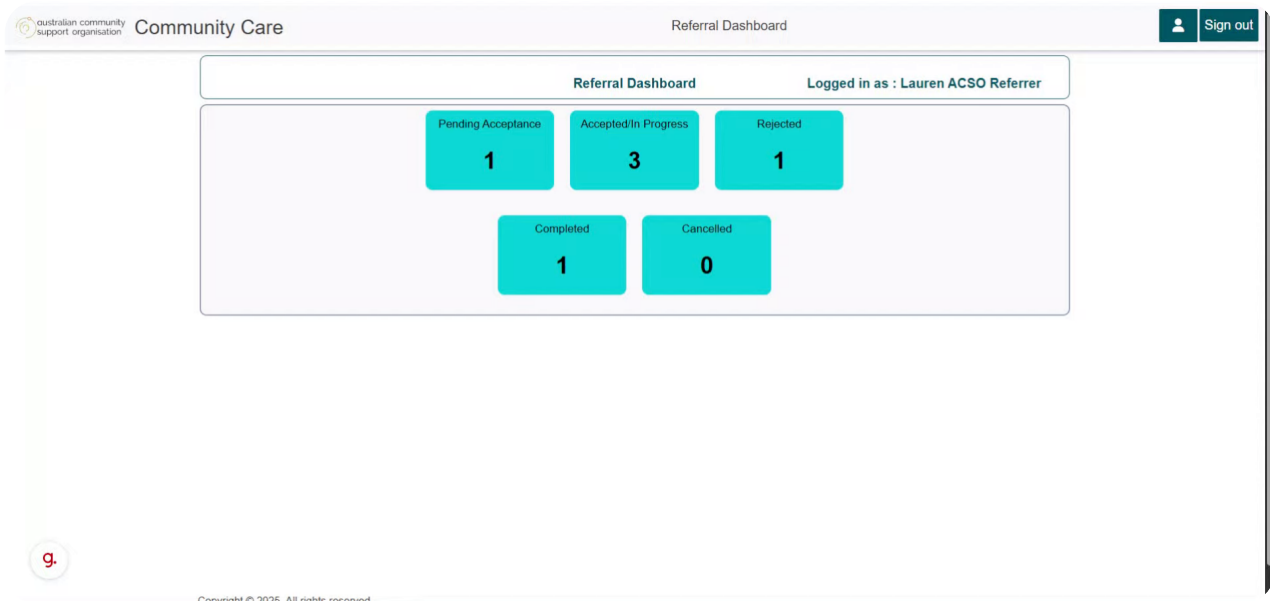


Community Care Portal: Treatment in Progress

This tutorial guides you through how to use the Community Care Portal to view the details of workorders, for clients for whom treatment is in progress.

01 Referral Dashboard

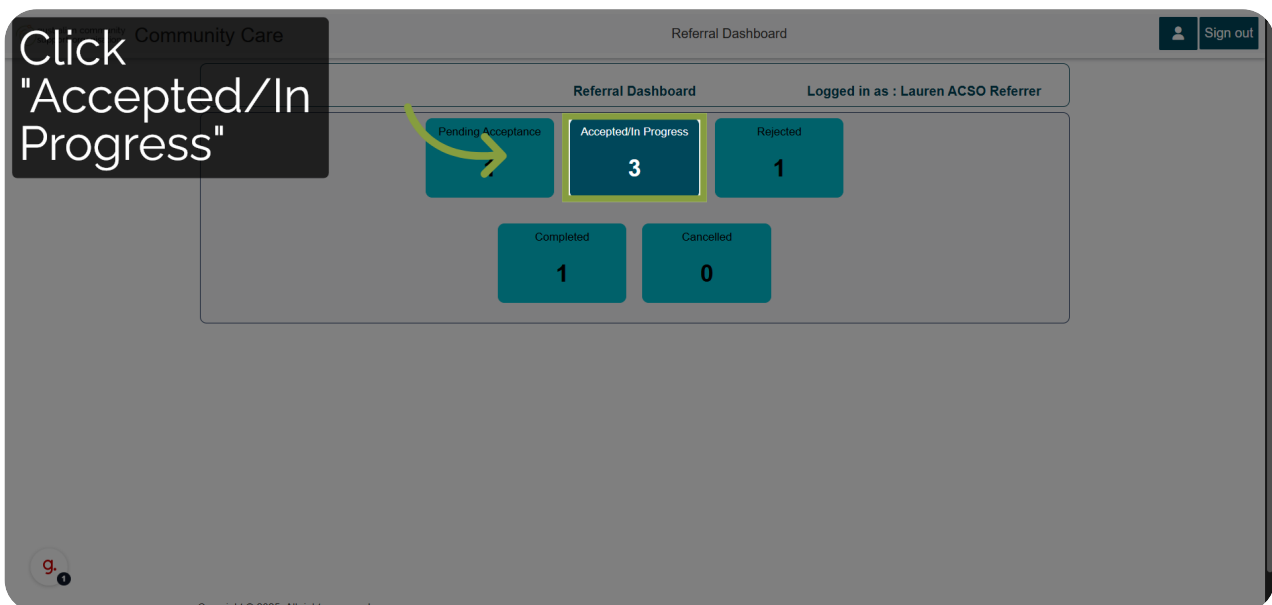
Log in to the Community Care Portal and open the Referral Dashboard.



The screenshot shows the 'Referral Dashboard' interface. At the top, it says 'Community Care' and 'Referral Dashboard'. The user is logged in as 'Lauren ACSO Referrer'. The dashboard displays five statistics in teal boxes: Pending Acceptance (1), Accepted/In Progress (3), Rejected (1), Completed (1), and Cancelled (0). A 'Sign out' button is visible in the top right corner.

02 Accepted/In Progress tile

To open and view the list of clients and their associated Workorders; who have been referred by ACSO to a Treatment Agency and have been accepted and/or commenced treatment - click the "Accepted/In Progress" tile in the Referral Dashboard.



This screenshot is identical to the previous one but includes a callout box on the left that says 'Click "Accepted/In Progress"'. A yellow arrow points from this box to the 'Accepted/In Progress' tile, which contains the number '3'. The 'Accepted/In Progress' tile is highlighted with a yellow border.

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03 Workorders Accepted/In Progress List

Within the list of Workorders Accepted/In Progress, you will have a high level view of: the clients names; the dates they have been referred for treatment; which Treatment Agency they have been referred to; and the type of treatment they have been referred for.

The screenshot shows the "Referral Dashboard" interface. A table of workorders is displayed with columns: Work Order, Customer Name, Planned Date, Support Sub Category, Third-party, Third-party Status, and Created On. Annotations include orange circles around the Customer Name, Planned Date, Support Sub Category, and Third-party columns, with arrows pointing to labels: "Client", "Referral Date", "Treatment Type", and "Treatment Agency".

Work Order	Customer Name	Planned Date	Support Sub Category	Third-party	Third-party Status	Created On
00577	Charles Angel	07/11/2025 8:...	Counselling Complex	ACSO Extern...	Accepted / In Pro...	07/11/2025 4:56 ...
00574	Jason Hayes	07/11/2025 8:...	Counselling Complex	ACSO Extern...	Accepted / In Pro...	07/11/2025 4:12 ...
00576	Joe Goldberg	07/11/2025 8:...	Counselling Standard	ACSO Extern...	Accepted / In Pro...	07/11/2025 4:53 ...

04 Workorder Details

To review the details of a specific workorder, click the workorder number to open the file you wish to review.

The screenshot shows the "Referral Dashboard" interface. A callout box with the text "Click 'Workorder ##'" has an arrow pointing to the workorder number "00574" in the table. The table columns are: Work Order, Customer Name, Planned Date, Support Sub Category, Third-party, Third-party Status, and Created On.

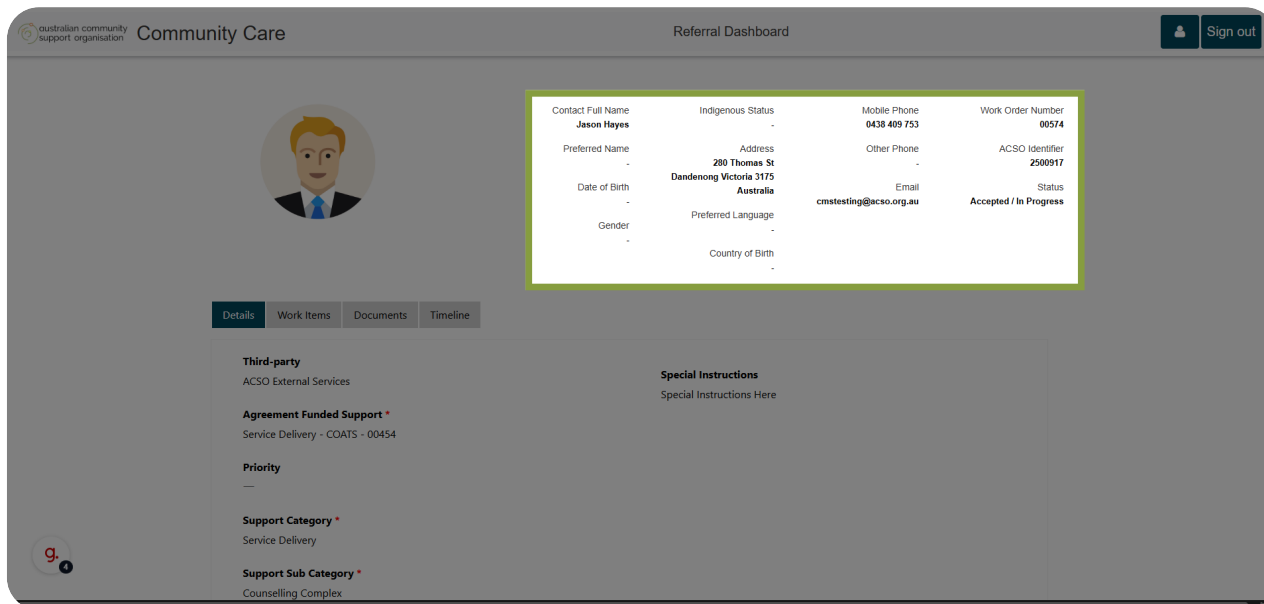
Work Order	Customer Name	Planned Date	Support Sub Category	Third-party	Third-party Status	Created On
00577	Charles Angel	07/11/2025 8:...	Counselling Complex	ACSO Extern...	Accepted / In Pro...	07/11/2025 4:56 ...
00574	Jason Hayes	07/11/2025 8:...	Counselling Complex	ACSO Extern...	Accepted / In Pro...	07/11/2025 4:12 ...
00576	Joe Goldberg	07/11/2025 8:...	Counselling Standard	ACSO Extern...	Accepted / In Pro...	07/11/2025 4:53 ...

Community Care Portal: Treatment in Progress



05 Basic Client Information

Once the workorder is open, you'll be able to review the basic client information available; including contact details.



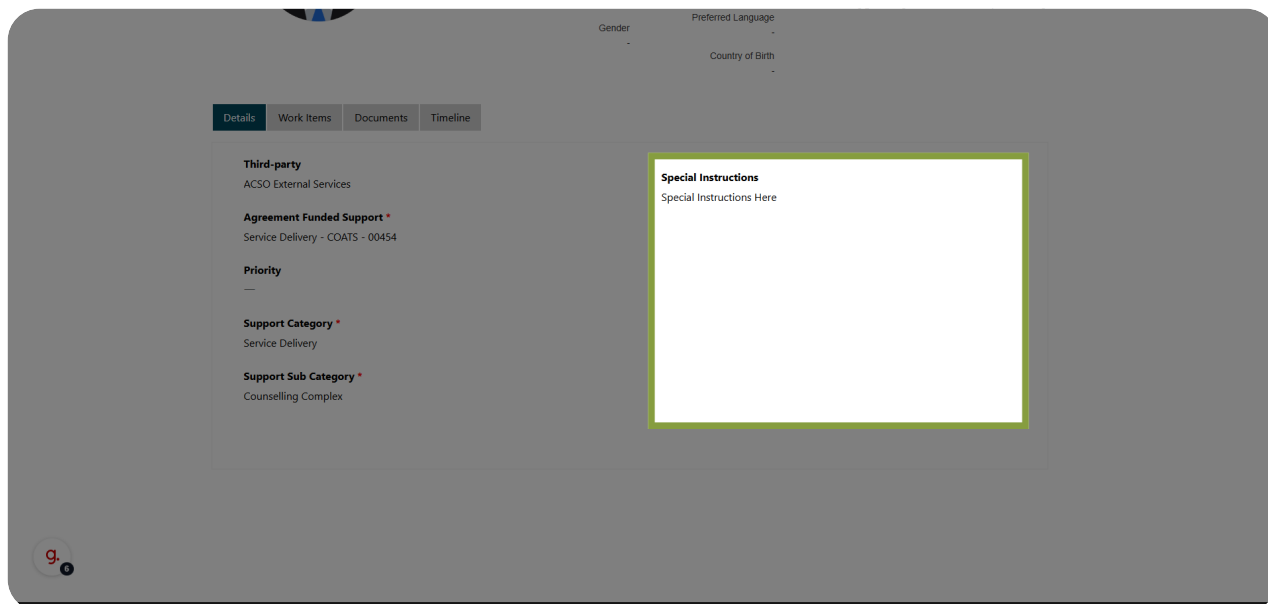
06 Treatment Referral Information

In the details of the workorder, you will find the Treatment Agency the client has been referred to. As well as, the type of treatment they have been referred for.



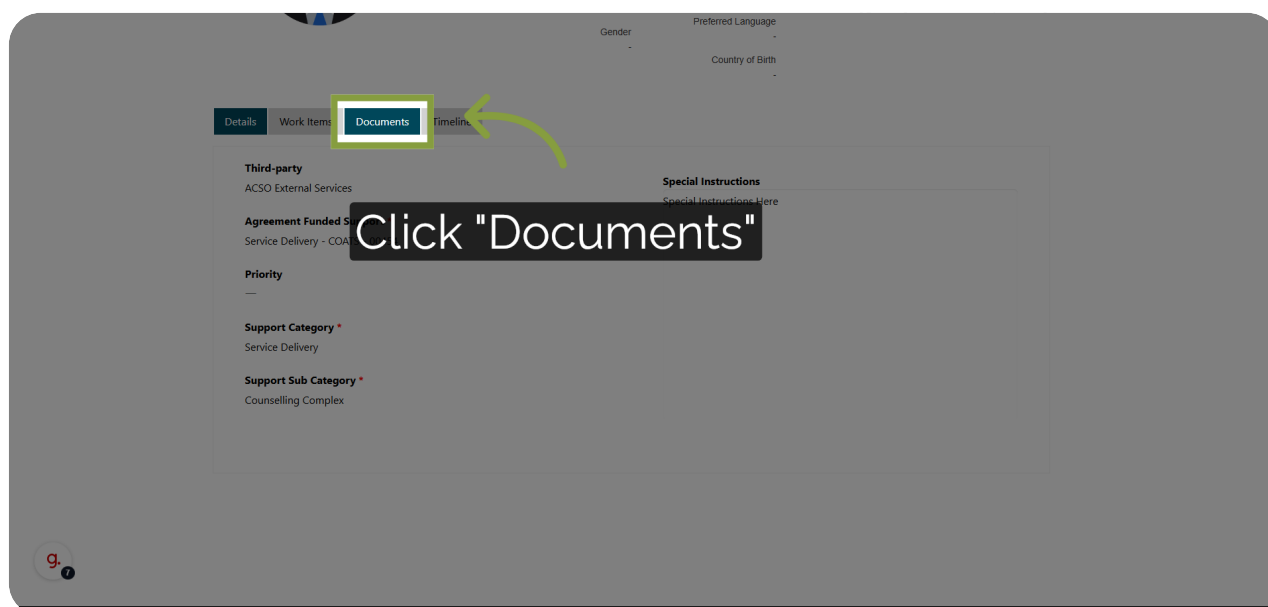
07 Special Instructions

Additionally, any special instructions provided by ACSO to the Treatment Agency will be viewable.



08 Documents

Click "Documents" to view all documents attached to the selected work order - provided by ACSO to the Treatment Agency & those uploaded by the Treatment Agency to capture treatment outcomes

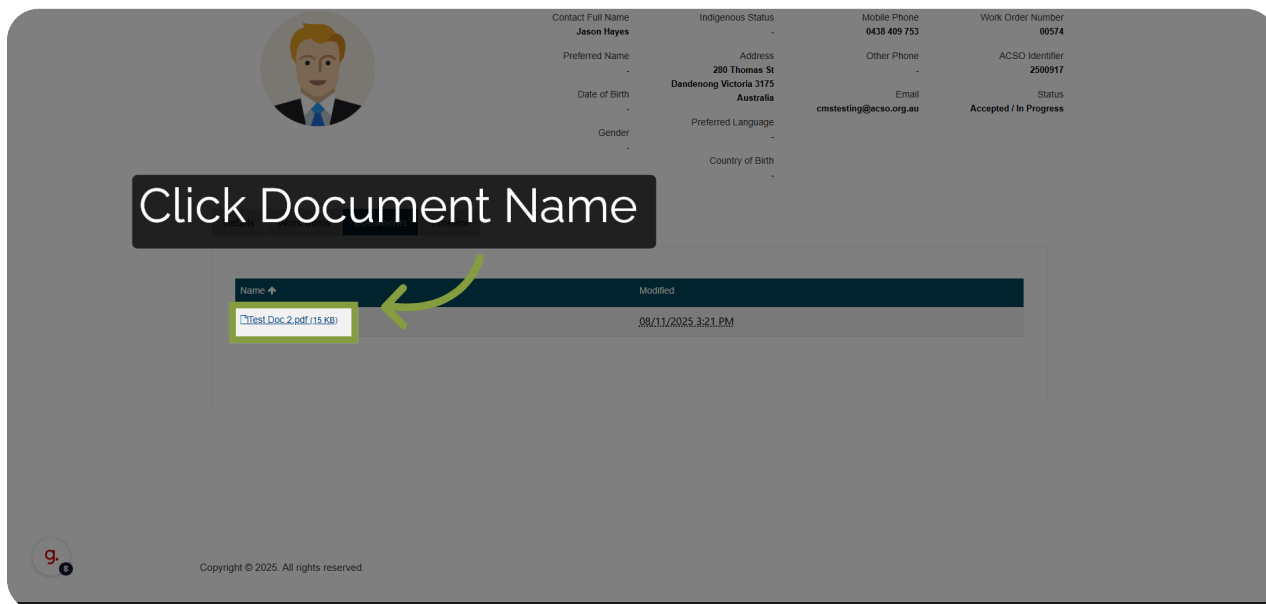


Community Care Portal: Treatment in Progress



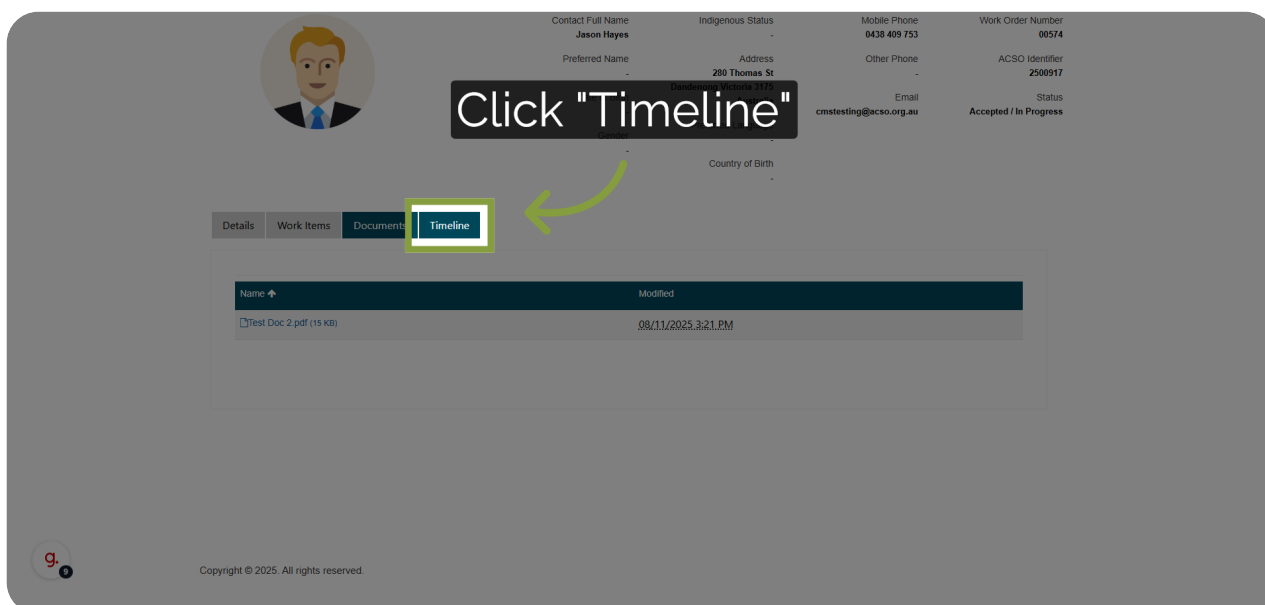
09 Open Specific Document

To open and view the contents of a particular document; click the document name to download and open the file.



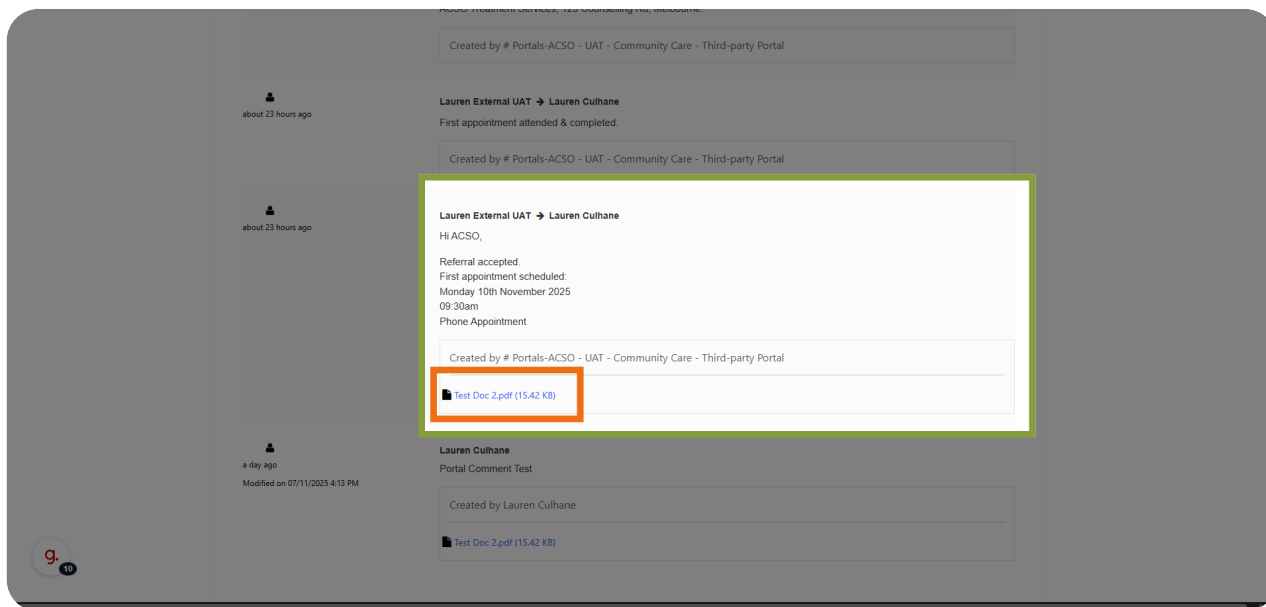
10 Timeline

Click "Timeline" to view information, commentary and communication; shared between ACSO and the Treatment Agency regarding the workorder.



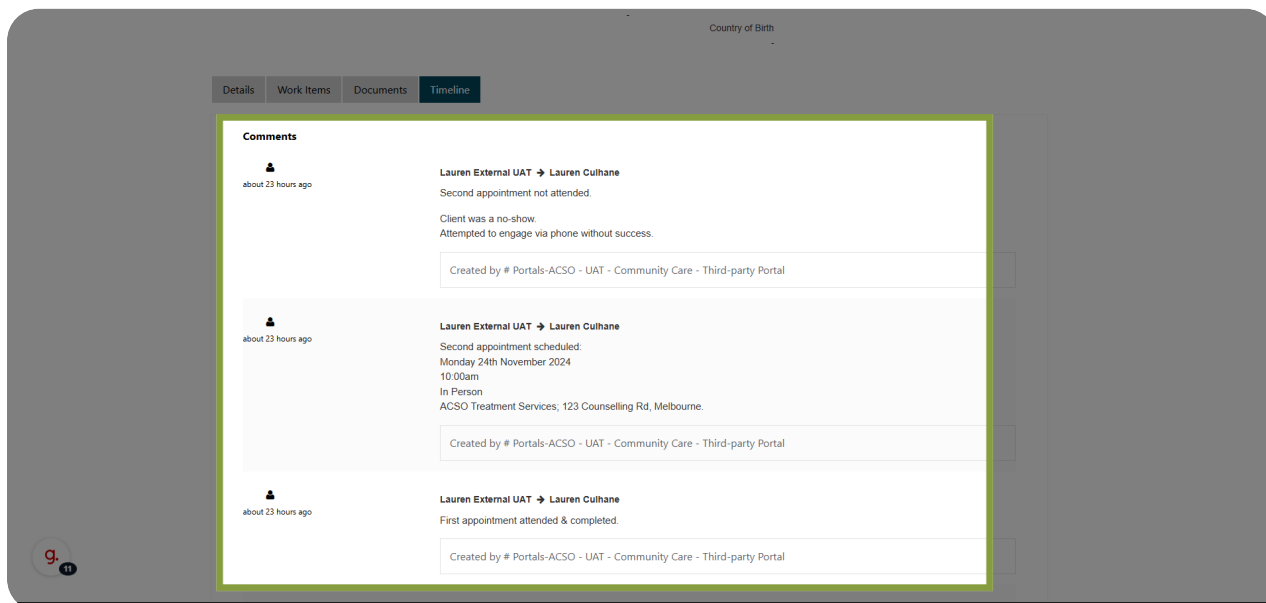
11 Portal Comments

View the Portal Comments, to view information shared or requested; as well as any attached files.



12 Timeline of Portal Comments

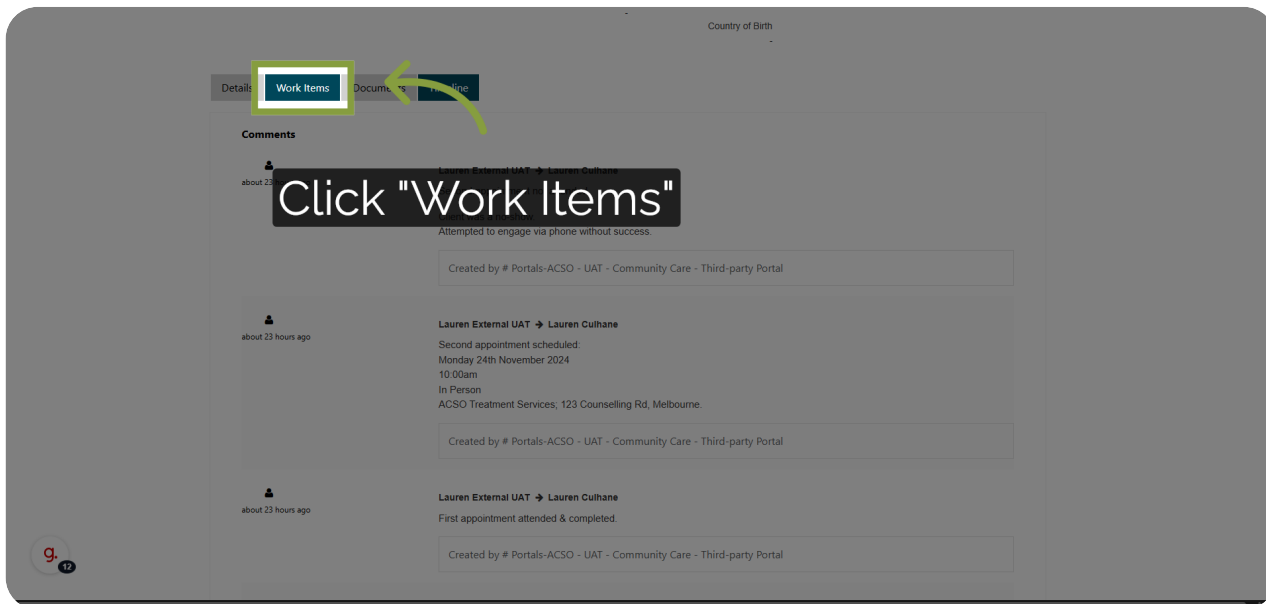
When multiple comments have been added to a workorder timeline; they will appear in chronological order; with the newest comments appearing at the top of the list.



Community Care Portal: Treatment in Progress

13 Work Items

Click "Work Items" to view the treatment sessions captured and recorded for the workorder.



14 Work Items Details

Within the Work Items view, you can review the treatment session types, the number of sessions provided and their attendance status.

