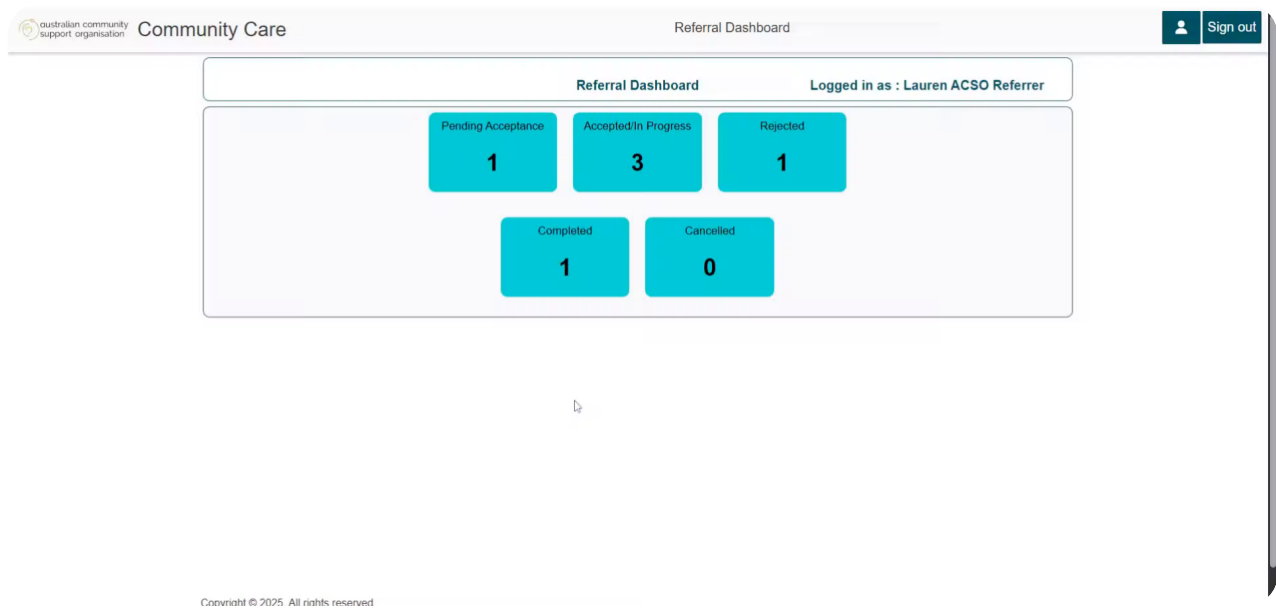


Community Care Portal: Treatment Concluded

This tutorial guides you through how to use the Community Care Portal to view the details of workorders, for clients for whom treatment has concluded. This includes clients who engaged in none, some, or all of their scheduled treatment sessions.

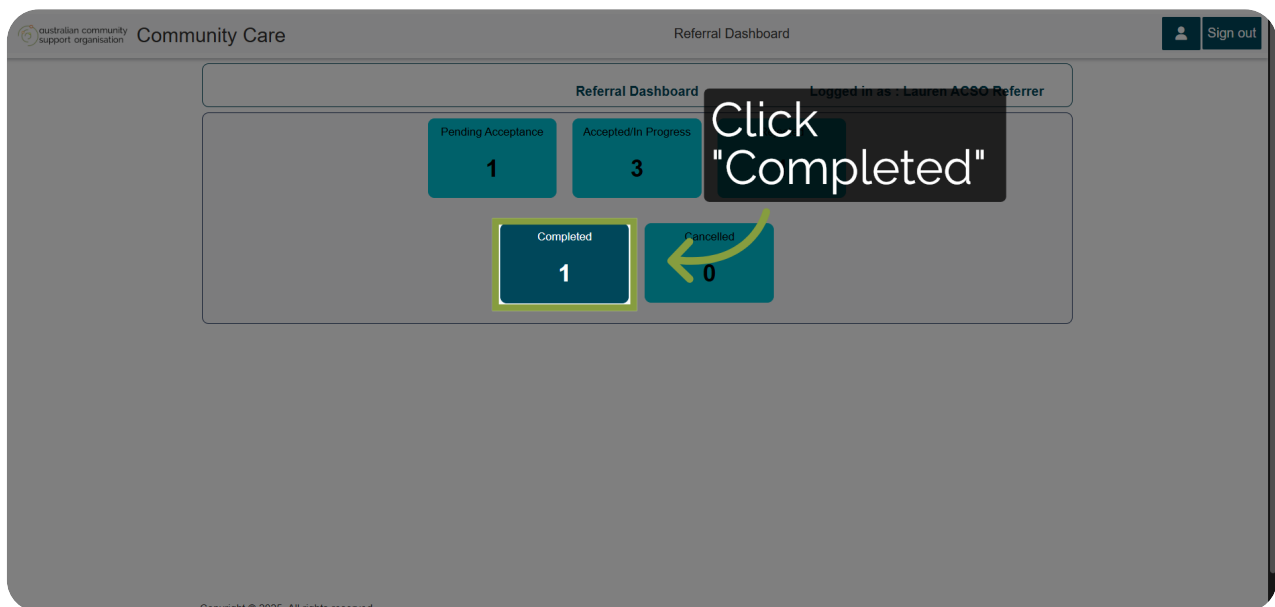
01 Referral Dashboard

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



02 Completed tile

To open and view the list of clients and their associated Workorders; for whom treatment has concluded, click the "Completed" tile in the Referral Dashboard.

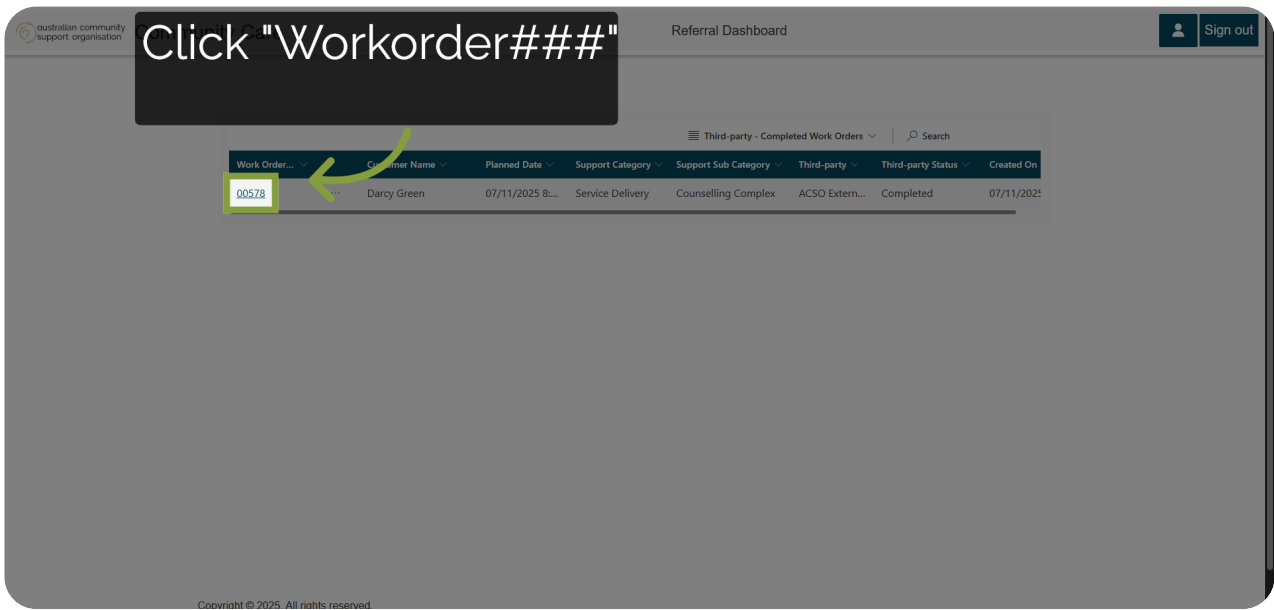


Community Care Portal: Treatment Concluded



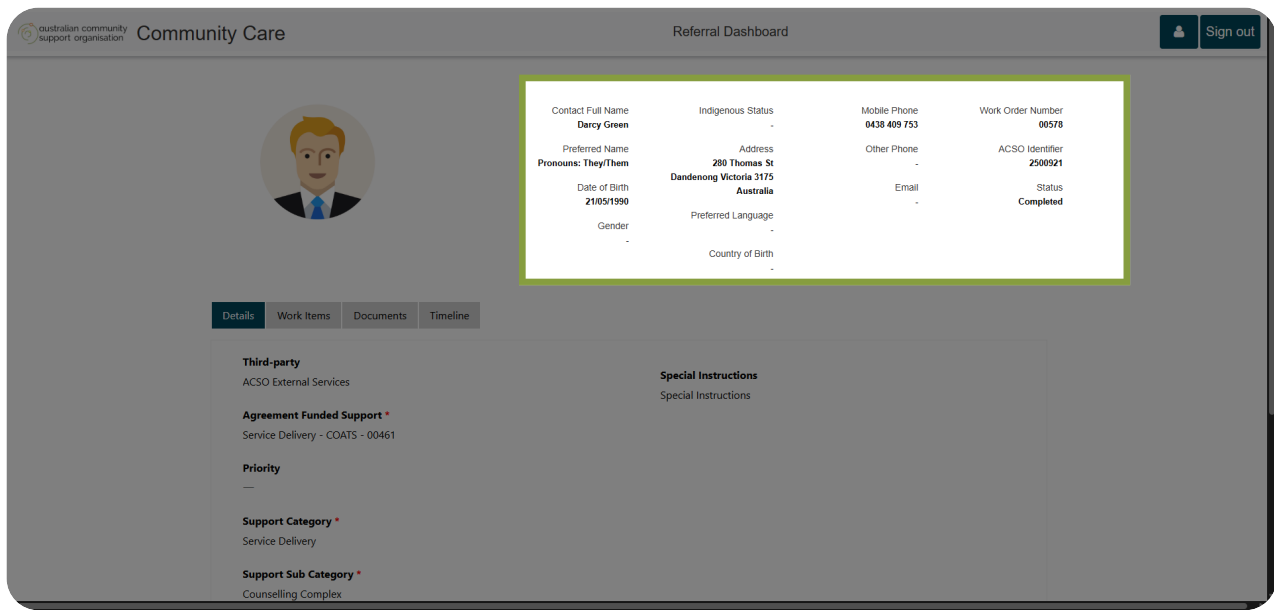
03 Workorder Details

Within the list of Completed Workorders, you will have a high level view of: the clients names; the dates they were referred for treatment; which Treatment Agency they were referred to; and the type of treatment they were referred for. To review the details of a specific workorder, click the workorder number to open the file you wish to review.



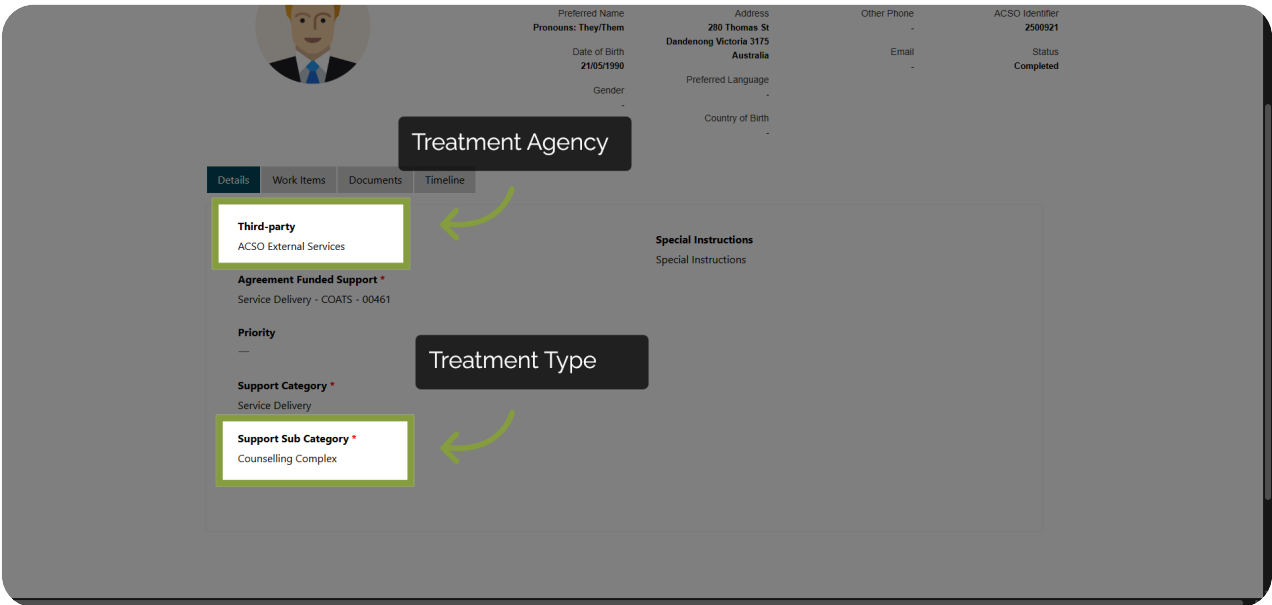
04 Basic Client Information

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



05 Treatment Referral Information

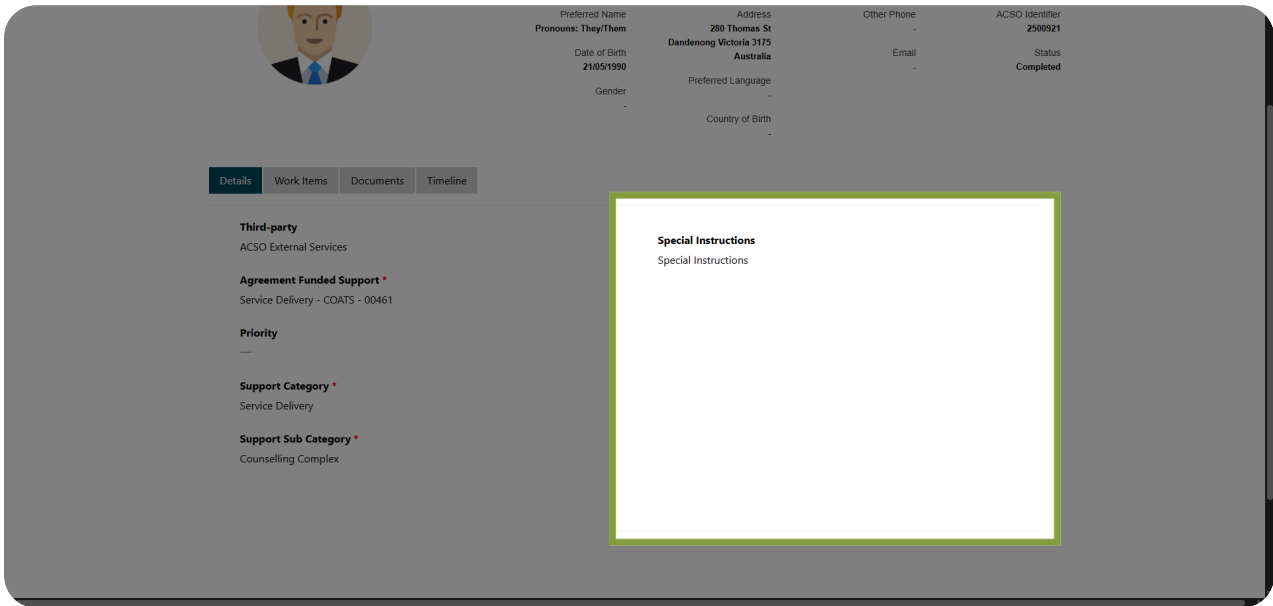
In the "Details" of the workorder, you will find the Treatment Agency the client was referred to. As well as, the type of treatment they were referred for.



The screenshot displays the 'Details' tab of a workorder. At the top, a client profile card shows a placeholder image and personal details: Preferred Name (They/Them), Pronouns (They/Them), Date of Birth (21/05/1990), Gender, Address (280 Thomas St, Dandenong Victoria 3175, Australia), Other Phone, Email, ACSO Identifier (2500921), and Status (Completed). Below this, a navigation bar includes 'Details', 'Work Items', 'Documents', and 'Timeline'. The 'Details' section is divided into two columns. The left column contains 'Third-party' (ACSO External Services), 'Agreement Funded Support' (Service Delivery - COATS - 00461), 'Priority', 'Support Category' (Service Delivery), and 'Support Sub Category' (Counselling Complex). The right column is titled 'Special Instructions' and contains a placeholder for 'Special Instructions'. Two callout boxes with arrows point to specific fields: 'Treatment Agency' points to the 'Third-party' field, and 'Treatment Type' points to the 'Support Sub Category' field.

06 Special Instructions

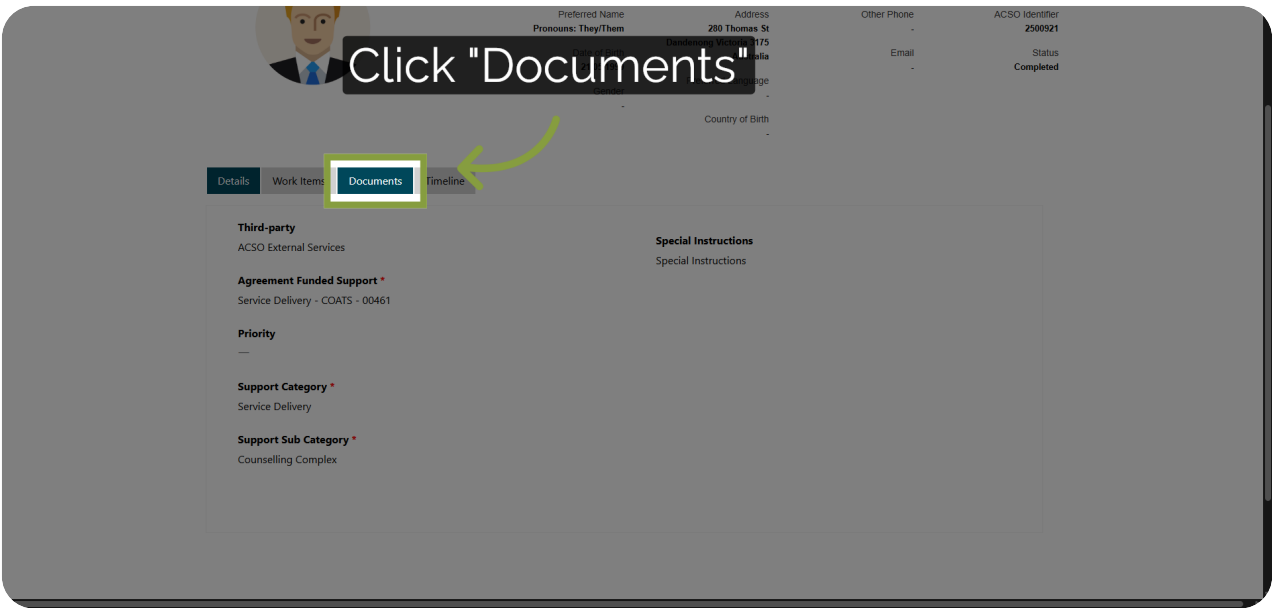
Additionally, any special instructions provided by ACSO to the Treatment Agency at the time of referral will be viewable.



This screenshot shows the same 'Details' tab as the previous one, but with the 'Special Instructions' field highlighted by a green border. The field is currently empty, showing only the header 'Special Instructions' and the placeholder text 'Special Instructions'.

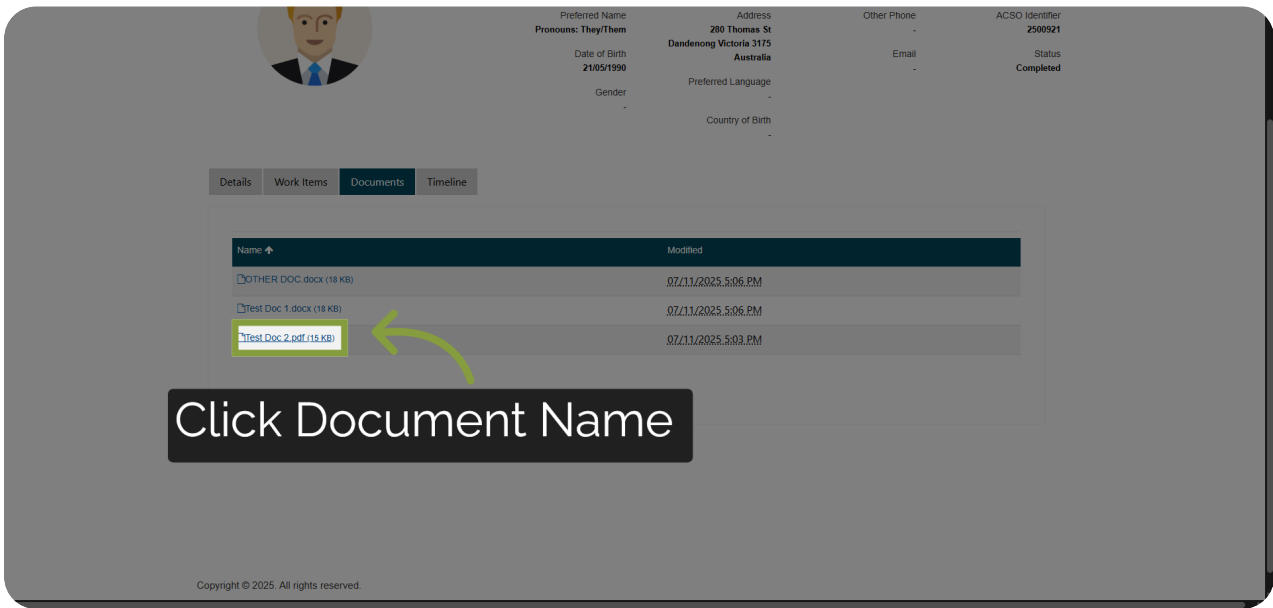
07 Documents

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



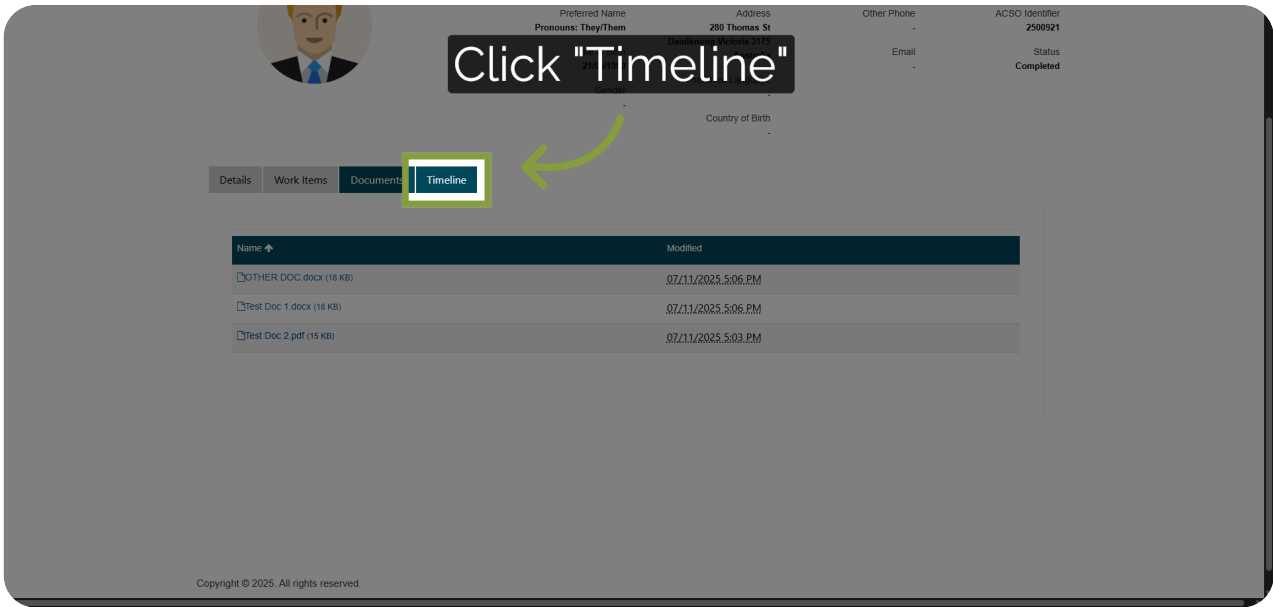
08 Open Specific Document

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



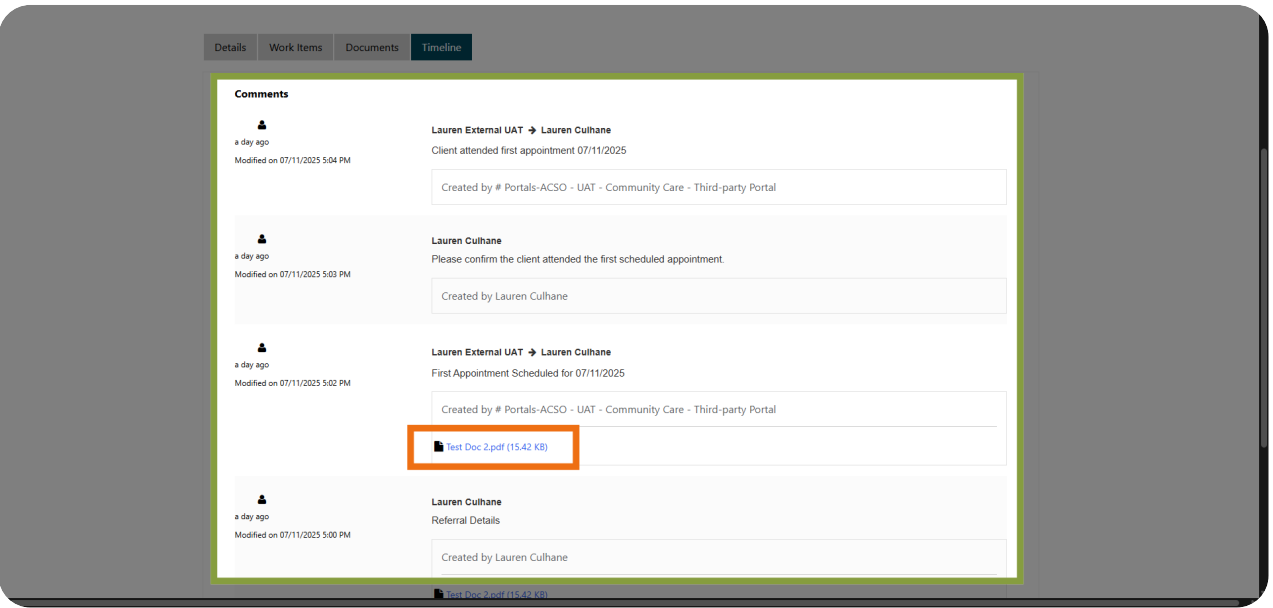
09 Timeline

Click "Timeline" to see the chronological history of information, commentary and communication; shared between ACSO and the Treatment Agency regarding the workorder.



10 Portal Comments Timeline

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

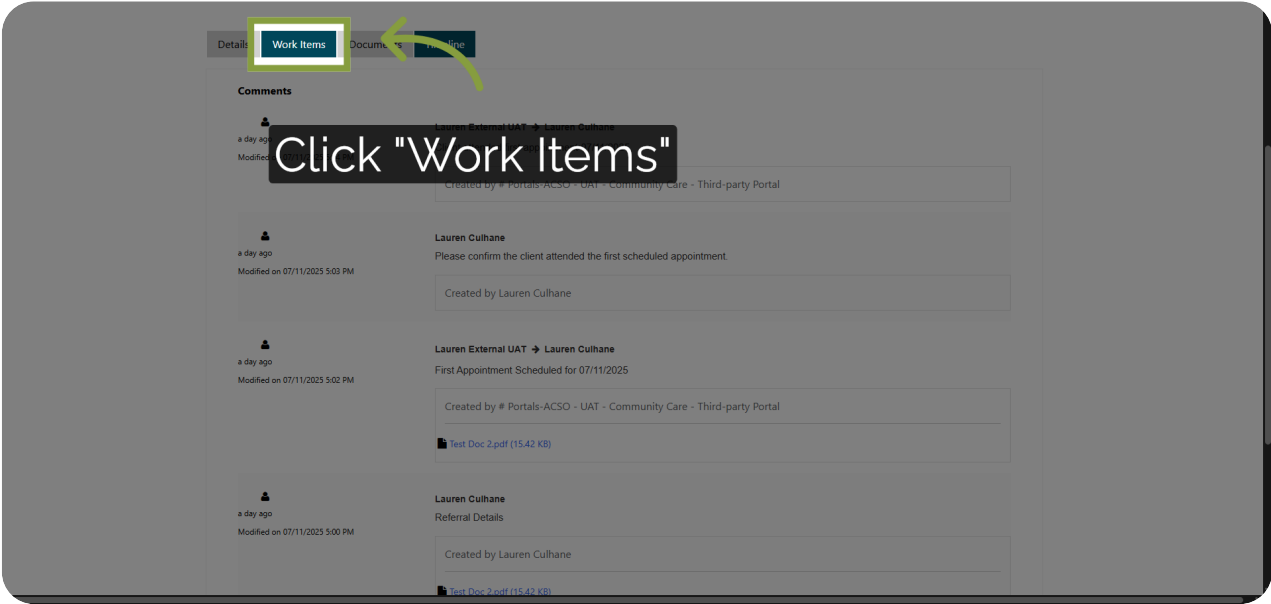


Community Care Portal: Treatment Concluded



11 Work Items

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



12 Work Items Details

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

