Nevada Office of HIV/AIDS
Nevada Ryan White Part B Program
CAREWare Notes Primer

SCOPE OF COVERAGE
Directly applicable to all Ryan White Part B funded service providers.

PURPOSE OF PRIMER
In order to assist providers in cross-agency communication.

BACKGROUND
Nevada has implemented CAREWare as the client-level database for service delivery tracking and other required data for the Ryan White Part B and AIDS Drug Assistance Program funded through the Health Resources and Services Administration's X07HA00001-26-00 ADAP earmark specified in the Ryan White HIV/AIDS Treatment Extension Act of 2009 (PL 111-87).

TYPES OF NOTES SECTIONS & LOCATION

Field Name	Location in CAREWare	Requirement
Common Notes	Demographics tab	Yes
Provider Notes	Demographics tab	No
User Messages	Demographics tab	No
Case Notes	Demographics tab	No
Service Notes	Services tab	Yes
Comments from Initiating Agency	Referrals tab	Yes
Comments from Completing Agency	Referrals tab	Yes
Referral Comments	Referrals tab	No
Attachment Properties Comments	Attachment Properties window	Yes

Common Notes

Common Notes are for general comments for all system users, usually as flags for client interactions**. Only include information that all providers need to know.** When entering a new common note, begin the note with the date, the name of your agency, and your name

Example: 5/21/2015 Nevada Office of HIV/AIDS – Tim: Do not leave voicemail messages, Do not call before 1:00 pm, works night shift

If a client has a **different physical home address** that is not their mailing address, please put that information in the first lines and keep that information in the first lines of the Common Notes.

Nevada Office of HIV/AIDS
Nevada Ryan White Part B Program
CAREWare Notes Primer

Do **not** include the client's eligibility dates in the Common Notes Section.

Provider Notes

Provider Notes function similarly but are specific to the provider, so they might include "Client does not want a referral to XYZ Agency" or other information a medical provider would not share with a social services provider, "Client is in treatment with Dr. Suarez for bipolar disorder." These notes can only be viewed and entered by CAREWare users within your provider domain. Each agency can establish its own protocol for the formatting and use of Provider Notes.
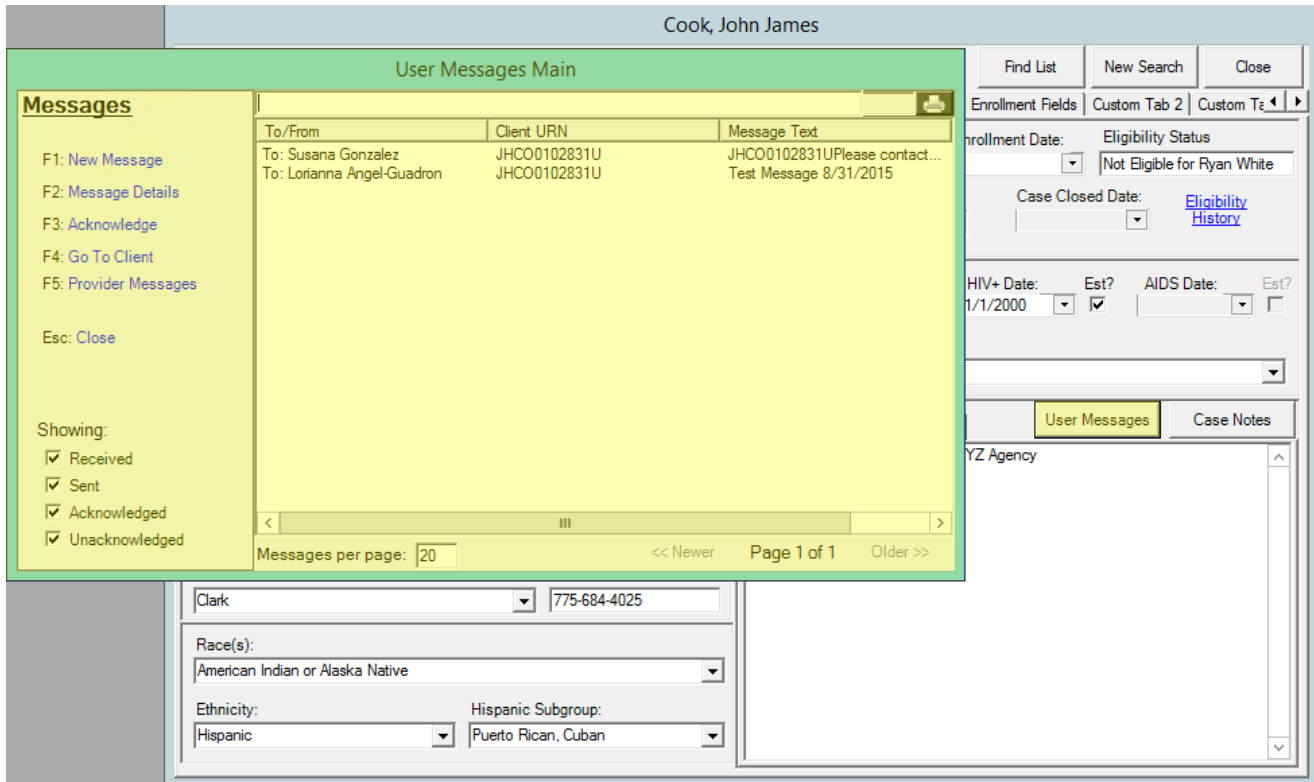
User Messages

User Messages allow users to send each other messages about this client, including messages from the Central Admin user to all users. These messages are flagged on the CAREWare "home page." These messages are directly tied to the client, so general messages cannot be sent and messages to a group cannot be sent.

Click on New Message to create a new message and then click on To User(s) to find the specific user at a specific agency that you would like to communicate with. Remember that if you are communicating pertaining to a referral – that must only be done in the Referrals tab. Communications through here are to be information that you want a specific person to know about this client.

⚐ Do not send any state OHA staff user messages through CAREWare. Use the CAREWareHelp@health.nv.gov email address to ask that state staff call and troubleshoot any client specific question but do not email any client information to the email address, just ask for a call back.

Tip: copy and paste the client URN into the message body; we have noticed that there is a glitch within CAREWare that sometimes causes the Client URN field to be deleted upon sending a message.

Nevada Office of HIV/AIDS
Nevada Ryan White Part B Program
CAREWare Notes Primer

Case Notes

Case notes can only be seen by each user within your domain but can be shared with another provider on a case-by-case basis. To enter a case note from the Demographics page, click Case Notes

Within the Case Notes window, there is now the benefit of having a larger area to type in, a Spell Check option, a Thesaurus option, and the ability to go back and Append previously entered notes. The administrative officer of CAREWare at your agency is the only staff member with the ability to delete a Case Note.

If any provider has a standard template/wording that is used as the baseline for a more individualized case note – please email that wording to CAREWareHelp@health.nv.gov stating that you would like to add a Case Note Template.

Click Add, Enter the Date, select a Case Note Author, and then enter the text of the Case Note.

Click Spell Check and use the Thesaurus if necessary, then click Save.

Service Notes

Service Notes are a brief yet explanatory way to document the substance of the activity that the provider delivered to the client. Service notes are seen by all providers – so be sure to only include information relevant to other providers and include notes only relevant to the service delivered. More detailed notes related to the service can be entered in Case Notes.

Nevada Office of HIV/AIDS
Nevada Ryan White Part B Program
CAREWare Notes Primer
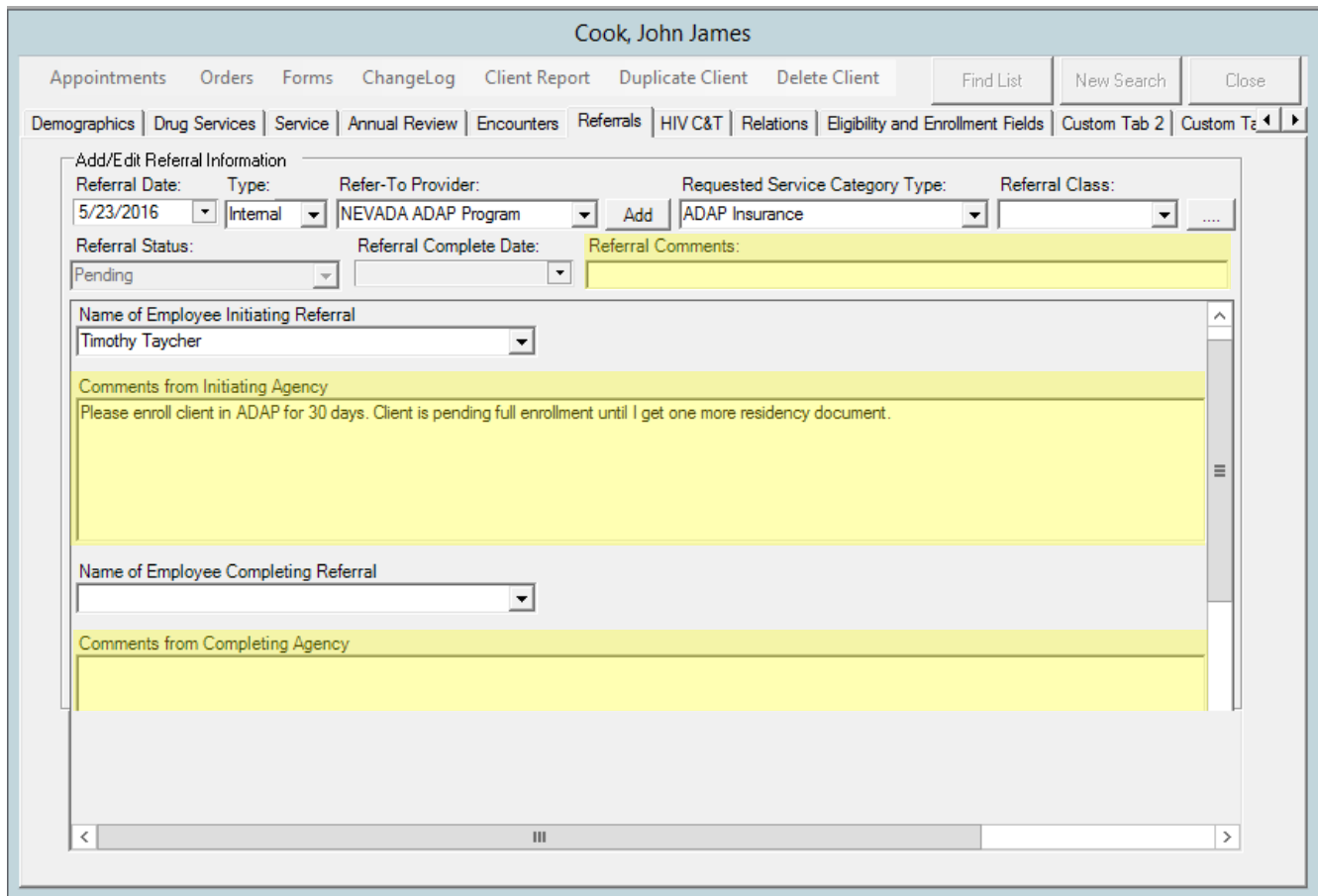
Comments from Initiating Agency
Comments from Initiating Agency are located in the Referrals tab in CAREWare and are notes directed to the agency that is going to receive the referral. These referral notes should have a request associated with it. The notes should be clear and concise enough for whomever receives the referral the other agency that they will be able to assist the client.

Comments from Completing Agency
Comments from Completing Agency are located in the Referrals tab in CAREWare and are notes indicating the current status and completion of the referral. The notes should be clear and concise enough for whomever initiated the referral to know that the client was assisted.

Referral Comments
> **Do not** use the Referral Comments field in CAREWare.

Nevada Office of HIV/AIDS
Nevada Ryan White Part B Program
CAREWare Notes Primer

Attachment Properties Comments

When attaching documents into CAREWare, whether it be referral documents or an Eligibility & Enrollment packet, the Attachment Properties Comments must describe the contents of the attached file.