

WHY LADDS ASSIGNS CASE NUMBERS

Several users have expressed regret that they can no longer enter their own case numbers into LADDS. The LADDS assigned numbers do not lend themselves very easily to a hardcopy filing system. And some facilities have some cool numbering schemes for their hardcopy records. For that reason, you may want to retain your old case numbering scheme on your hardcopy charts. You can write the LADDS number on the chart label too if that would be helpful when you want to search for the case online.

To make the case numbers an effective search tool online they must be unique by facility. Unfortunately some facilities were not so careful about this and entered the same case number for two different people. There were quite a few records entered this way into the old mainframe system too, and it was impossible then to know which service tickets belonged to which person, since the service tickets were only identified by facility and case number. LADDS has other ways of keeping straight what services belong to whom, but it's still necessary for case numbers to be unique if they are to be useful for searching online.

So that's why we had to have LADDS start assigning case numbers.

WHY LADDS DOES NOT ASSIGN CASE NUMBERS

In a relatively small number of cases, LADDS has failed to assign a case number. This problem seems to happen when the server is really slow or with facilities that connect through a slow line. The database will now check itself nightly for cases without numbers and assign any it finds missing. So if you see a case without a number, check it the next day. It should have one then. But if the case is still without a number the next day, email dbelgard@bellsouth.net with the facility number and case number (just joking!). But the facility number WILL be necessary. Also if you include the Unique ID of the client it will make location of the record easier.

WHAT HAPPENED TO THE APPOINTMENT DATES?

The Date Of Initial Contact and Appointment Date fields on the Client Registry record are just scratch pad fields. In other words, they are a place for you to record the date your facility first became aware this particular client needed your services and a place for you to record the appointment date for assessment or admission also. If

you assess or admit a client the same day she first applies, then put the same date in both fields.

You don't have to use these fields. Leave them blank and write these bits of information in a little notebook if you wish. But remember you have to have this date of first contact when you do the Initial Interview. It is required. OAD must report to its funding sources the number of days clients wait from the time they first apply for treatment to the time they are admitted.

If you choose to use the fields on the Client Registry instead of your little notebook, LADDS will reward you by writing the contact date you record there in the Date of Initial Contact field on the Initial Interview form when you admit the client.

But remember that the Client Registry is a SHARED record. It belongs to all facilities. So you have a right to use the scratch pad fields only while the client waits for an appointment at your facility. The theory is the client should not be waiting for admission to more than one facility at a time. As soon as the appointment date is past that you enter in the Client Registry, LADDS will clear both the Contact and Appointment fields on that record so someone else can use them.

The system had been neglecting to clear these fields in a timely way until this week (a nice way to say we neglected to tell it to do so). But now this feature is working.

WHAT IF THE CLIENT FAILS THE APPOINTMENT?

As you may guess, at some point a comparison may be made to see how long people wait for appointments at various facilities. (You know Big Brother and Big Sister are not going to let all this information be collected without looking at it.) So if your client misses an appointment and you reschedule another one, be sure to use the date the client asks to be rescheduled as the new contact date. Do not use the contact date for the first appointment that the client failed to keep or you may make your facility look like it's not giving timely appointments when actually it is.

THE DUPLICATES PROBLEM

The duplicate records have been annoying many of us, and merging them this remains the last big task in the transition from the mainframe to LADDS. The utilities to help in this process will be installed this week, and merging the records may take a week or more.