Pre-Live Insight – Behavioral Health Services
January 30, 2018

Key Activity Highlight: Scheduling Conversion and Go-Live!
This week marks Specialty Mental Health’s first key go-live event: Scheduling Conversion and Go-Live!

Scheduling Conversion
• During scheduling conversion, front desk staff will convert over 6,000 appointments from Outlook into HealthLink
  o Appointments scheduled on February 26 and after will be converted so that all appointments can be completed in HealthLink beginning on the February 26 go-live.
  o Schedulers will convert appointments over the following 3 weekends in preparation for the go-live.

Scheduling Go-Live
• HSRs will go-live in HealthLink on February 5 to schedule any appointments occurring February 26 or after.
  Appointments occurring prior to February 26 will continue to be scheduled and available in Outlook.

END USER TRAINING REMINDER
Go-Live is less than a month away! Make sure you attend training in order to have access to HealthLink and myAvatar on February 26. If you do not attend end user training, you will not be given access to HealthLink and/or myAvatar and will be unable to perform your job duties on go-live. If you have not yet attended training and are not enrolled, work with your manager as soon as possible to enroll.

Playground Practice
• If you have attended class, make sure to practice the workflows and tools you learned in the Playground! This will help you prepare for real-time workflows in the new system and feel confident at go-live. For more information about how to access the Playground environment visit this link: https://hhsconnect.sccgov.org/sites/scvhhs/healthlink/Pages/Practice-Playground.aspx Training exercises and login information can be found here: https://hhsconnect.sccgov.org/sites/scvhhs/healthlink/2015%20New%20Hire%20Training%20Materials/Forms/Behavioral%20Health%20MH.aspx
Upcoming Key Activities

End-User Training –
January 15 to February 16, 2018
All BHS staff will attend in-classroom training to learn hands-on. Talk to your manager for more information about your classes.

End-User Acceptance Testing –
January 16 to February 2, 2018
Attend hands-on sessions to test workflows and provide feedback. Interested? Talk to your manager about participation.

Workflow Walkthrough –
Date and Time to be announced
Join us to see a full patient story from registration to clinical documentation and program discharge. A video recording will be available after.

Go-Live Readiness Assessment –
30-day: January 23, 2018
15-day: February 7, 2018
Leadership and project team members will discuss issues and mitigation plans to ensure go-live readiness. Slides will be available after.

Schedule Conversion –
February 3, 2018
Users will convert current schedules into HealthLink in preparation for go-live. After this day, all future clients will be scheduled in HealthLink.

Go-Live – We Support You!
- During the first two weeks of go-live, there will be at-the-elbow floor support in all clinics. These users are HealthLink or Behavioral Health experts and will have undergone training for all workflows. They can answer questions, take feedback, and log issues. Floor support users will be wearing orange vests.
- Additionally, for the first two weeks, there will be command center support to address urgent issues and assist end users with go-live. These users are from the HealthLink and myAvatar project teams and are experts in the workflows developed and built.

QUESTION/CONCERNS?
- Email the HealthLink and myAvatar team at AskHealthLink@hhs.sccgov.org