

PSYCKES iOS

Mobile Application

User's Guide



**Office of
Mental Health**

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PSYCKES iOS Mobile Application

The PSYCKES mobile application for iOS devices (iPhone & iPad) was developed to provide quick, portable access to a client's PSYCKES Clinical Summary. The mobile app will be particularly convenient for users who interact with clients in the community; however, it can be used by any PSYCKES user with an iOS device. For more information about the PSYCKES application, visit the [PSYCKES homepage](#).

Requirements for installing the PSYCKES mobile app

Before installing the PSYCKES mobile app, the following requirements must be met:

Technical Requirements

1. iOS device (iPhone, iPad, iPod; in the future, we hope to develop an app that is compatible with Android devices)
2. The latest version of iOS; users can check to see if an upgrade is needed by navigating to Settings > General > About and look for "Software Version" If your version is not 16.0 or higher, navigate to Settings > General > Software Update and select "Install Now" for latest update
3. iPhone 5 and above; iPhone 6s; iPhone 6s Plus; iPhone SE (original model); iPod Touch (seventh-generation); iPhone 7; iPhone 7 Plus; iPhone 8; iPhone 8 Plus; iPhone X; iPhone XR; iPhone Xs; iPhone Xs Max; iPhone 11; iPhone 11 Pro; iPhone 11 Pro Max; iPhone SE (2020); iPhone 12 mini; iPhone 12; iPhone 12 Pro; iPhone 12 Pro Max
4. iPad Mini 2 and above; iPad Air; iPad Pro 9.7 & 12.9; THE iPad; iPad Pro 12.9-inch (1st through 5th generations); iPad Pro 11-inch (1st through 3rd generations); iPad Pro 10.5-inch; iPad Pro 9.7-inch; iPad Air (3rd and 4th generations); iPad Air 2; iPad mini (5th generation); iPad mini 4; iPad (5th through 8th generations)

Pre-Login Requirements

1. In order to use the PSYCKES mobile app, the user must be granted access to PSYCKES by their provider agency. Access for individual users is managed by an agency's Security Manager(s). To find out if your agency has access to PSYCKES or who your Security Manager is, contact PSYCKES-Help@omh.ny.gov
2. Users cannot login from the PSYCKES mobile app if it is their *first time* logging in to the application. Users will need to login at least one time on the desktop version, set up their PIN for their token, and then subsequent logins can be done on the PSYCKES mobile app..

Installing the PSYCKES mobile app

To use the PSYCKES app, users will need to install it from the iOS App Store.

Install PSYCKES mobile app:

- 1) Tap the App Store icon on iOS Device
- 2) Search for “PSYCKES”
- 3) Install the free PSYCKES mobile application (App Store account password may be required)

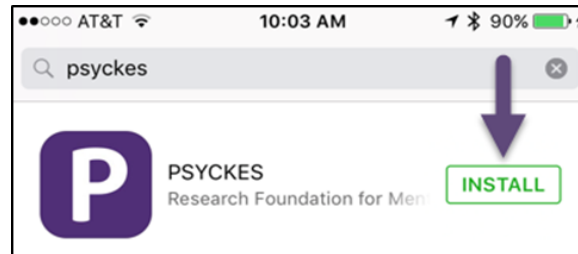


Figure 1. PSYCKES Mobile App

Installing and importing token into the RSA SecurID Token app

An RSA SecurID security token is required in order to login to PSYCKES. It generates a random set of numbers at 60-second intervals and these numbers are what will be inputted into the “passcode” section of the PSYCKES login page. These security tokens are provided to users by OMH.

There are two forms of security tokens — a physical “hard” token that looks like a keychain and a software “soft” token” that can be downloaded onto a smartphone. A hard token may be used to login to the mobile app; however, we recommend installing a soft token onto your iOS device for the convenience of having your token and PSYCKES mobile app in one place.

Install RSA SecurID App

1. Tap the App Store icon on iOS Device
2. Search for “RSA SecurID”
3. Install the RSA SecurID app
4. If prompted, enter your Apple ID or iTunes account credentials

Import Token from Email

1. Soft tokens are sent via email to user’s email address listed in SMS:
 - a. To request a token for your “mobile device” send a request to the OMH/ITS Helpdesk and include the following information:
 - i. Name
 - ii. Email address
 - iii. OMH-issued User ID
 - iv. Type of mobile device that your mobile token will go on (e.g., iOS/Apple, Android, etc.)

- b. Users who have a hard token but would prefer to use a soft token can request to have a soft token sent to them by the OMH/ITS Helpdesk
 - c. OMH/ITS Helpdesk contact information:
 - i. External Providers (Non-State Employees)
OMH Helpdesk: healthhelp@its.ny.gov
 - ii. State Employees ITS Helpdesk: fixit@its.ny.gov
2. Once the OMH/ITS Helpdesk approves your request for a mobile token, you'll receive a confirmation email which will include:
- a. Login instructions for the Self-Service Console
 - i. Note: Use a separate desktop computer to login to the Self-Service Console (<https://mytoken.ny.gov>)
 - b. Mobile token import instructions

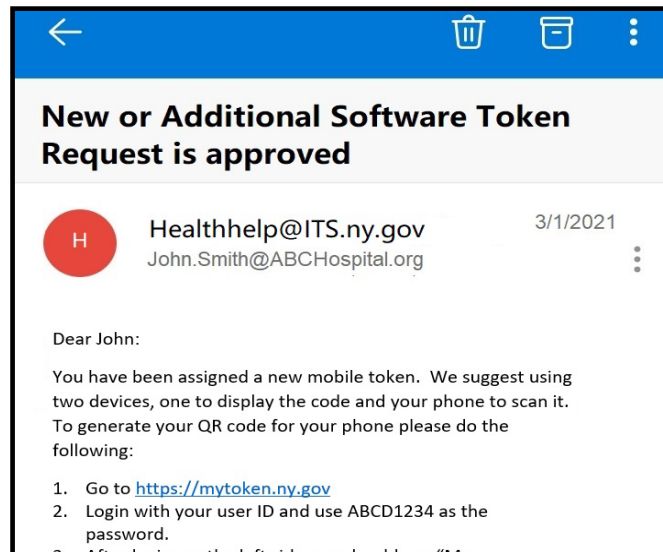


Figure 2. Mobile Token Confirmation Email

3. Login to the RSA Self-Service Console page on a desktop computer:

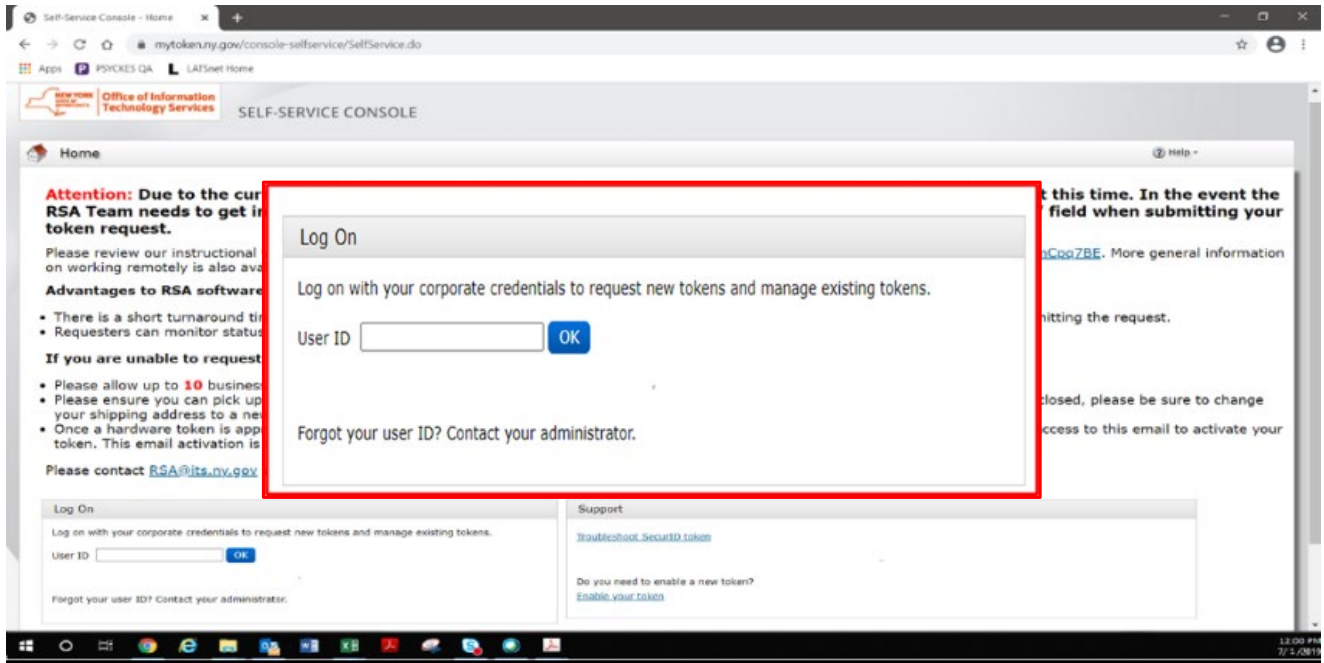


Figure 3. Enter User ID Login to the Self-Service Console

4. Set your “Authentication Method” to “Password”:

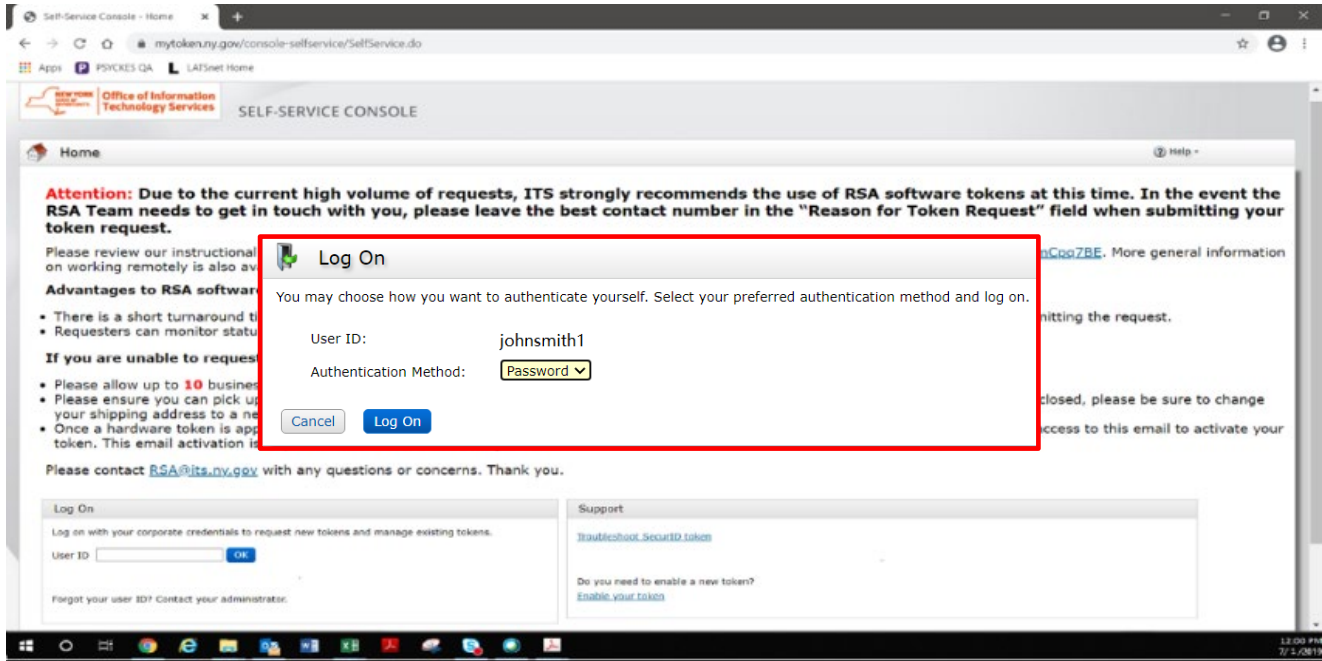


Figure 4. Set Authentication Method to “Password”

5. Enter the password that was provided in mobile token confirmation email:

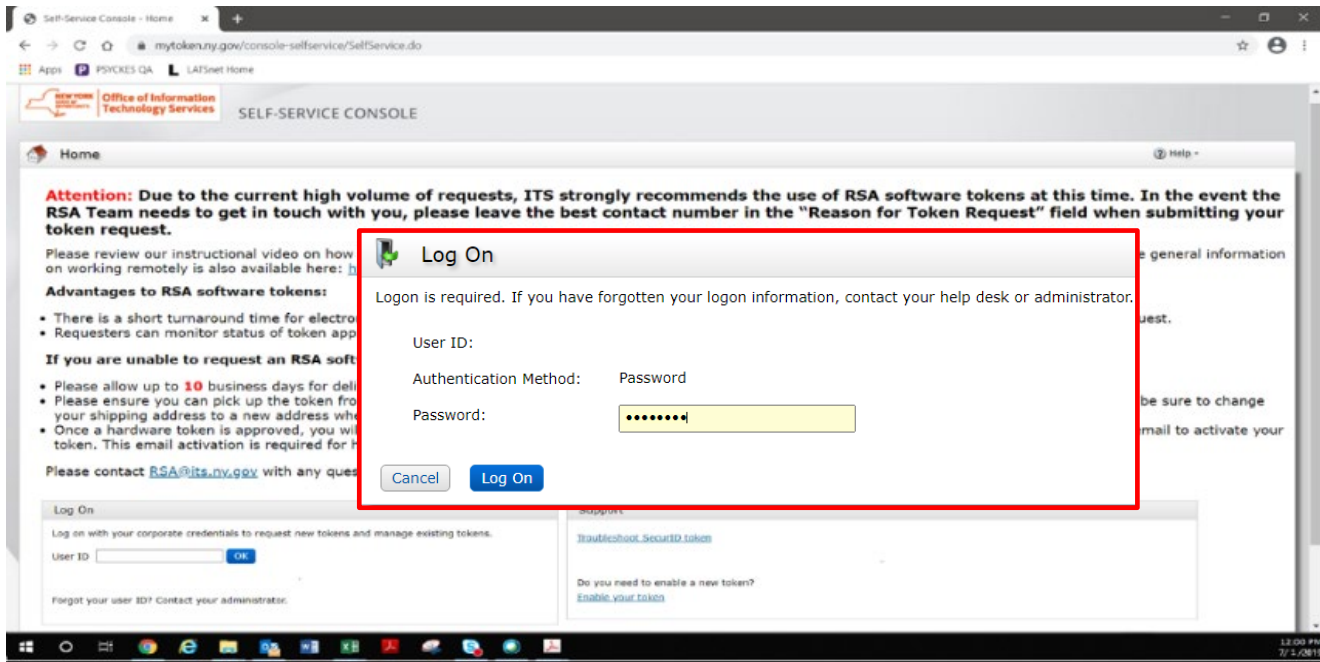


Figure 5. Enter Password Provided by Helpdesk

6. After successfully logging in, you will see a “My Account” section that provides information on your new mobile token:

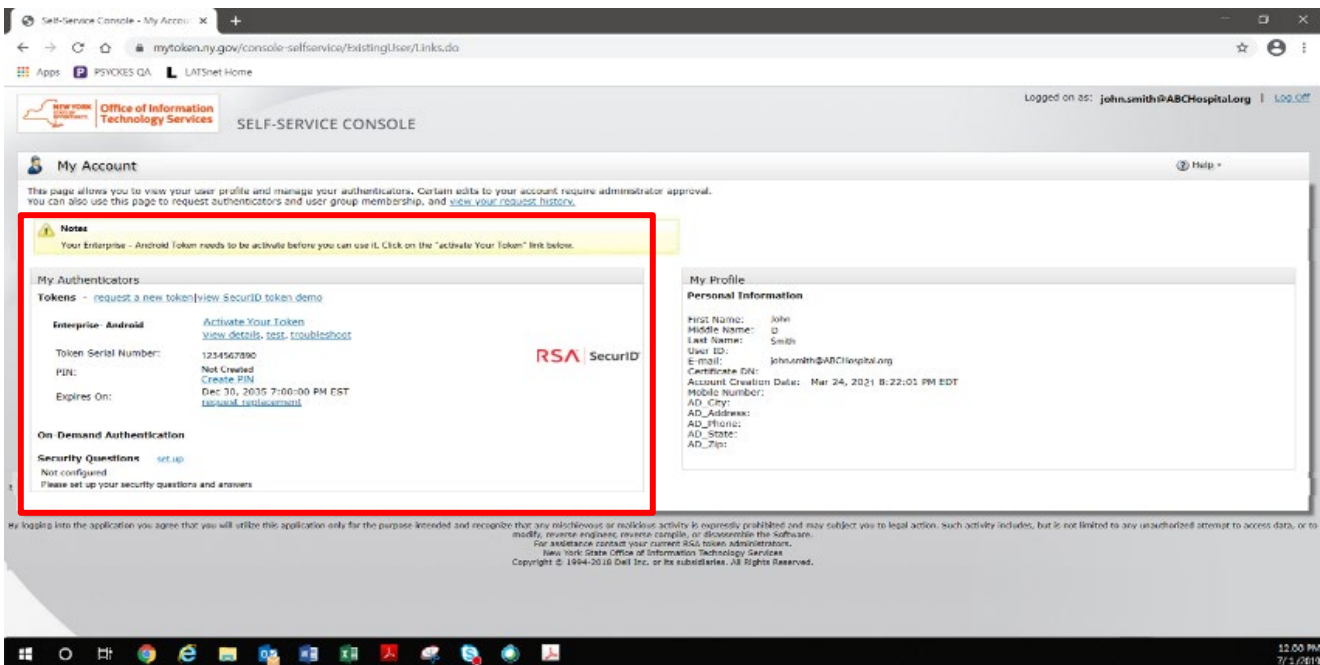


Figure 6. “My Account” Section

7. Within the “My Account” section, select “Activate Your Token”:

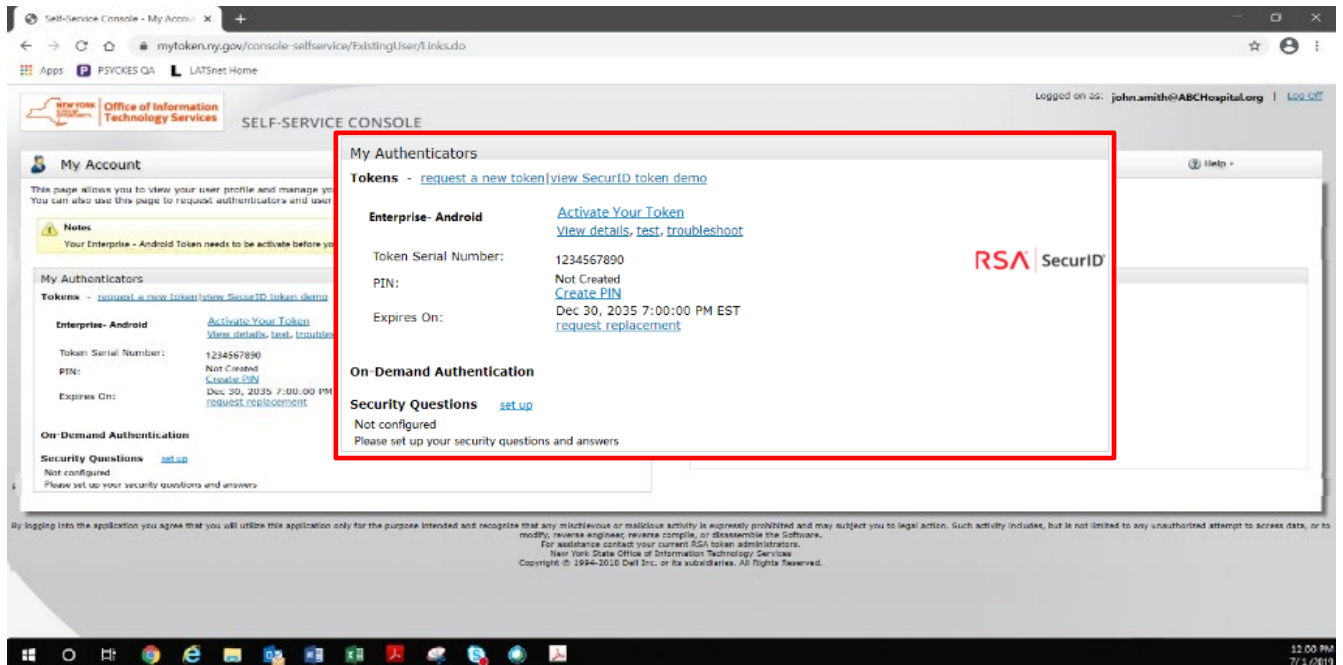


Figure 7. “Activate Your Token” Selection

8. A pop-up window will appear on the desktop computer with a QR code to be scanned by your mobile device. **The QR code will only be available for 5 minutes**

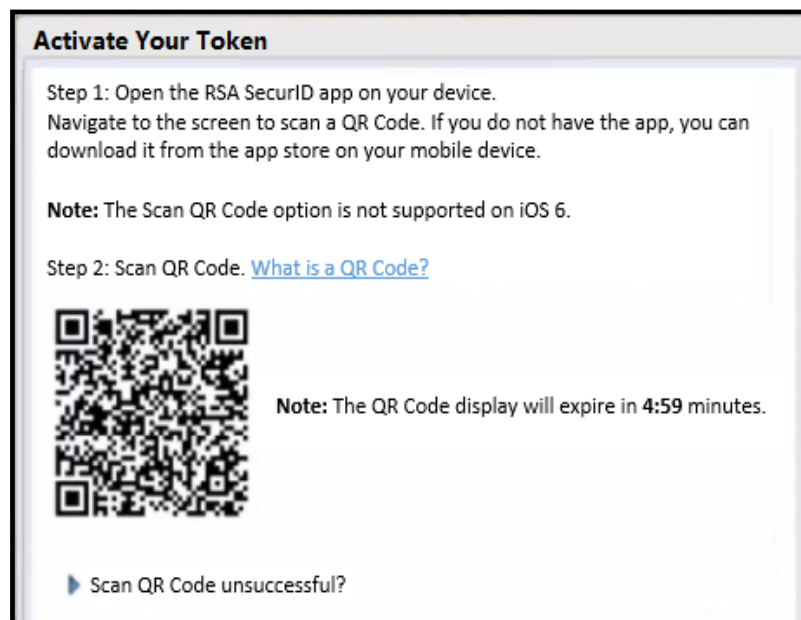


Figure 8. Example QR Code

9. To scan the QR code, open the RSA app on your mobile device, and tap “Scan QR Code” on the welcome page:

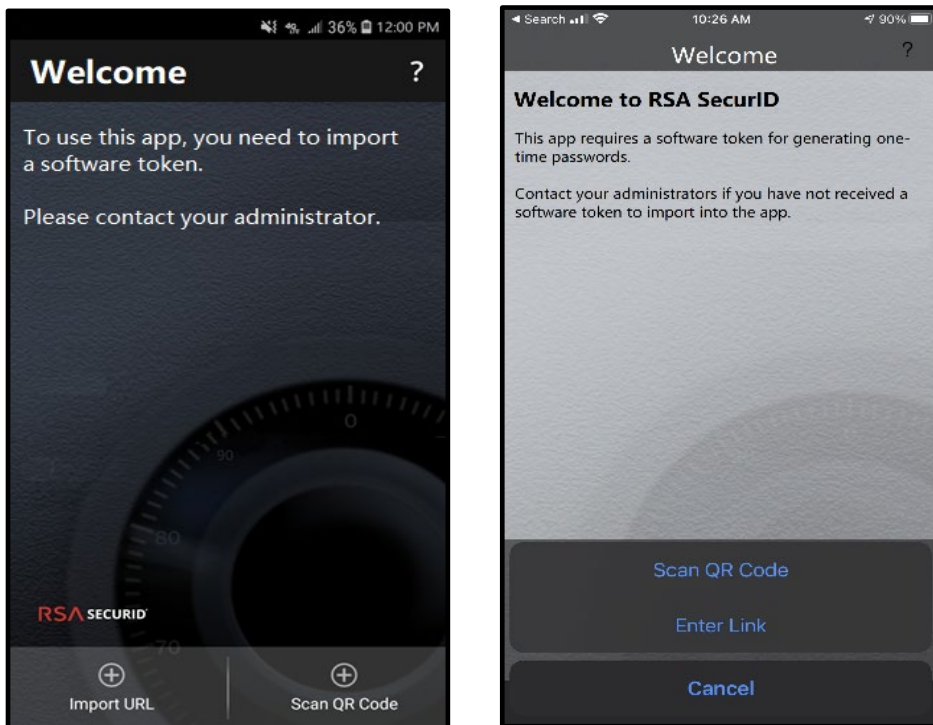


Figure 9. RSA App “Welcome” Screen on Android (left) and iPhone (right)

10. Once the QR code is scanned, you’ll see a confirmation on both the desktop screen and your mobile device that the token has been successfully imported:

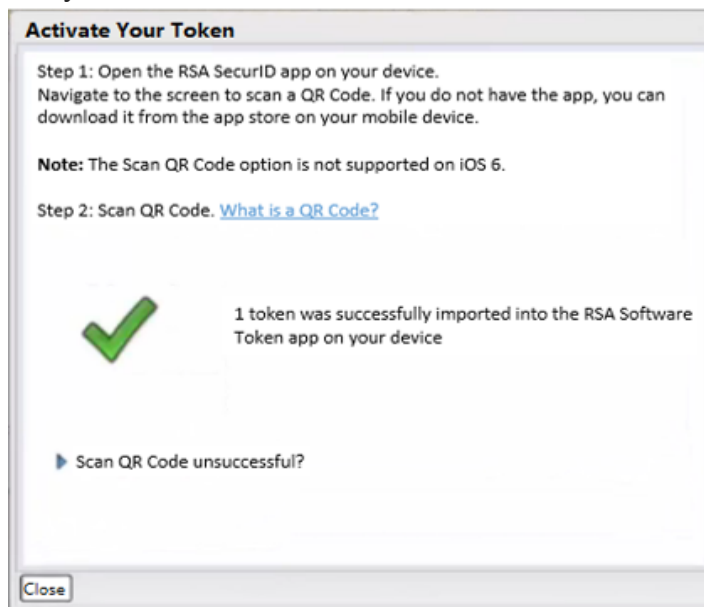


Figure 10. Token Imported Confirmation

Logging In

Individuals granted PSYCKES-Medicaid access will be assigned the following:

1. OMH User ID
2. RSA SecurID security token

Follow the steps below to login to the PSYCKES mobile app:

1. Tap on the PSYCKES mobile app icon
2. Enter User ID
3. If the RSA token is downloaded on your iOS device, open the RSA app, input your PIN, and select the blue arrow on the right

Note: If you did not download RSA SecurID Token app onto your iOS device, you can use your hard token keychain and manually type in the passcode into the PSYCKES app login page. If users would prefer a soft token, they should contact their Security Managers and have them put that request in SMS, or contact the ITS Helpdesk:

For NYS state employees (i.e. OMH, DOH, OASAS, etc.): fixit@its.ny.gov

For community providers: healthhelp@its.ny.gov

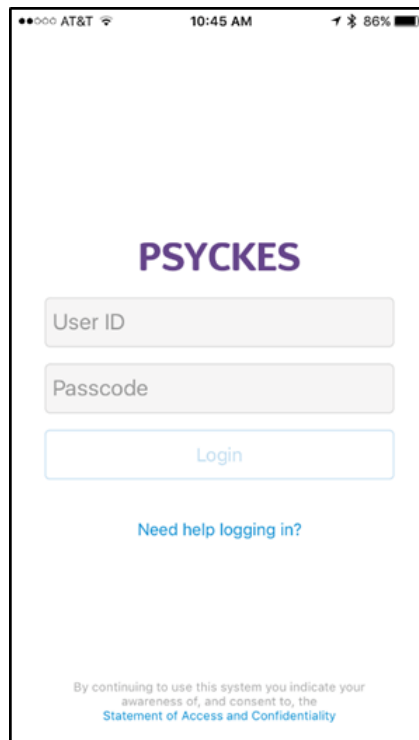


Figure 11. PSYCKES Login Page for Mobile App

4. The 8-digit time-sensitive passcode will appear in the soft token app, including the seconds remaining to use that specific passcode. Tap the copy icon at the bottom of the screen (as shown in Figure 12) in order to copy the passcode. Return to PSYCKES app login page, double tap to paste passcode and tap Login.

Note: If using a hard token to login to the mobile app, enter your PIN + the 6 digits from the hard token into the passcode line.

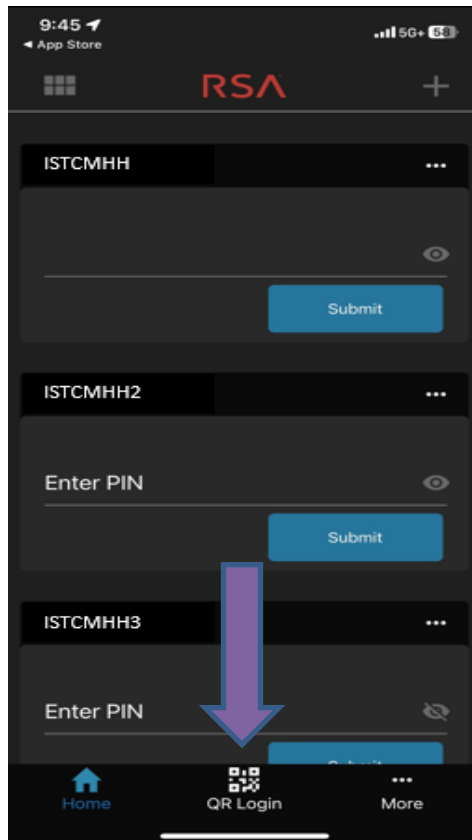


Figure 12. Passcode from RSA

5. Once you have logged in by entering in your User ID and passcode, you will be prompted with the Medicaid Confidentiality agreement. If you select 'Agree,' you'll be fully logged into PSYCKES. If you select 'Disagree,' you will be brought back to the login screen.

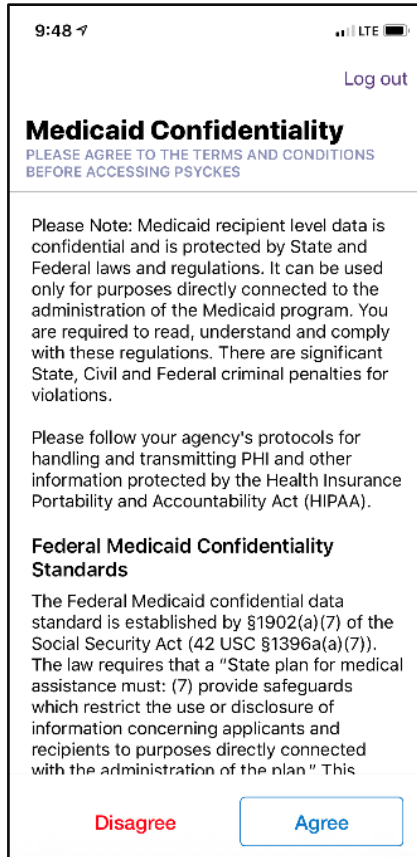


Figure 13. Medicaid Confidentiality Agreement

Need Help Logging In?

The PSYCKES mobile app login page provides users with instructions/answers to common login questions. Additionally, contact information is provided if users have follow-up questions.

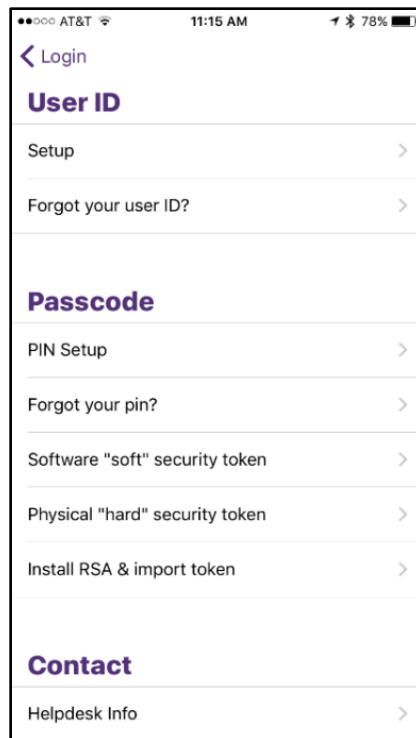


Figure 14. “Need Help Logging In” Page

For troubleshooting login issues, contact the ITS Help Desk:

For NYS OMH/state PC employees: fixit@its.ny.gov

For non-OMH/non-state PC employees: healthhelp@its.ny.gov

For questions about the PSYCKES application; contact PSYCKES-help@omh.ny.gov

Recipient Search

Once you have logged into the PSYCKES mobile app, the landing page is the Recipient Search. This is for users to find clients in order to view their clinical summaries. Users can search for individuals by one or a combination of recipient identifiers.

Recipient Identifiers

- Medicaid ID
- Social Security Number (SSN)
- First Name
- Last Name
- Date of Birth (DOB)
- OMH State ID
- OMH Case Number

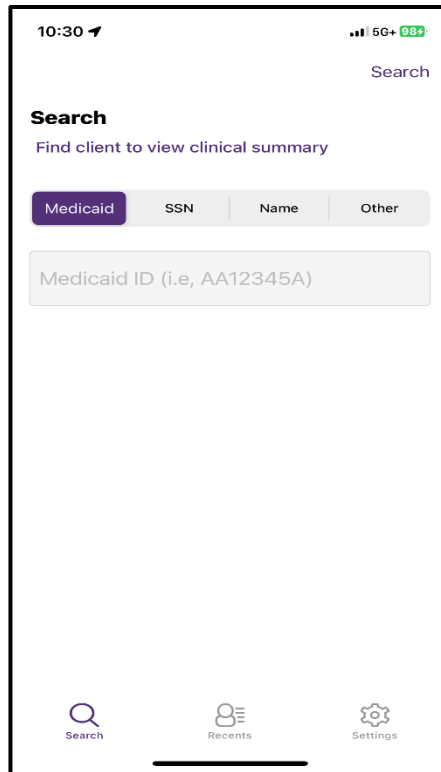


Figure 15. Recipient Search page

Why did my search yield no results?

There could be a few different reasons why a search could yield no results:

- Error entering client Medicaid ID or SSN
- Client is not in PSYCKES because new to Medicaid or no behavioral health history
- Client received behavioral health services using another Medicaid number or other insurance

Why did my search yield too many results?

If your search criteria match more than 10 recipients in PSYCKES, you will receive a message that instructs how to narrow results to find the intended recipient.

- Using unique identifiers (Medicaid ID or SSN)
- Searching by First Name, Last Name, AND DOB
- Searching by “Other” (e.g., OMH State ID or OMH Case Number)

Recent Recipients



A special feature that the PSYCKES mobile app has that the desktop version does not is the “Recent” tab on the bottom of the Search page.

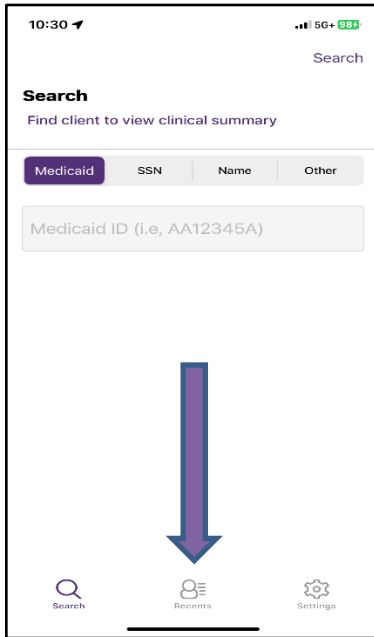


Figure 16. Recent Tab Icon

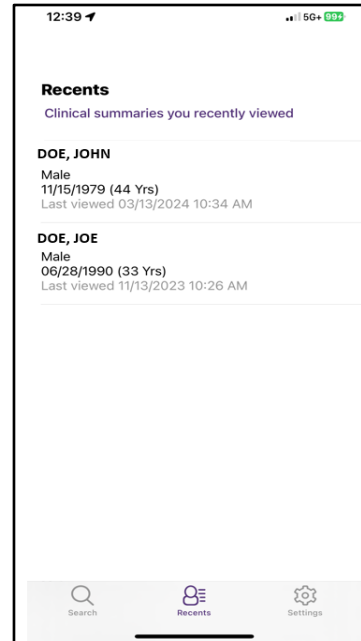


Figure 17. Recent List

This feature lets users see a list of clinical summaries that they have recently viewed, including the date and time in which they were viewed. The recent list will be in descending order (latest viewed record will appear first).

Remove Recipients from Recent List

To remove a client name from the recent list, simply swipe left on the client’s name and select “Remove.”



Figure 18. Remove Recipient from Recent List

Clinical Summary

The Clinical Summary in the PSYCKES mobile app provides the past **5 years** of information on an individual client across treatment settings with some exceptions (See note below). Certain data has special protections, including information on substance abuse, HIV, family planning, and genetic testing, and will only be displayed in the Clinical Summary with client consent or in a clinical emergency (more information available in the Enable PHI Access section).

The Clinical Summary data is refreshed on a weekly basis.

The Clinical Summary is separated into these 13 sections described in more detail below:

- General
- Notifications
- Current Care Coordination
- Alerts
- Social Determinants of Health
- Active Medicaid Restriction
- Quality Flags
- PSYCKES Registries
- Plans & Documents
- Screenings & Assessments
- Diagnoses
- Medications
- Services

General

The General section of the Clinical Summary includes:

- Gender from Medicaid
- Date of Birth
- Address from Medicaid
- Medicaid ID
- Phone (Source: NYC DHS) (*if applicable*)
- Medicaid Aid Category
- Medicaid Eligibility Expires on
- Medicare
- Managed Care Plan
- MC Plan Assigned PCP (Primary Care Physician)
- HARP Status
- HARP HCBS Assessment Status

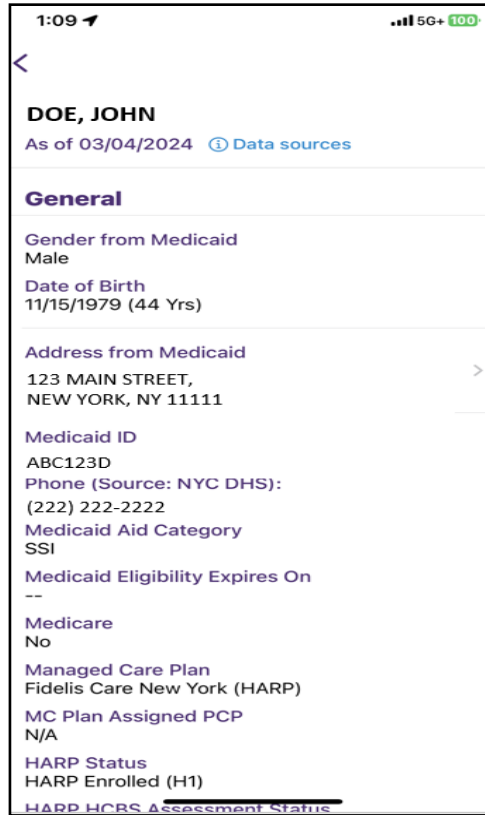


Figure 19. Clinical Summary: General Section

Note: Address may not be current, depending on the accuracy of the Medicaid information and when it was last updated.

Current Care Coordination

The Current Care Coordination section appears in the clinical summary of recipients for whom information is available in the databases listed below. The current status and contact information is displayed for the following applicable services:

- Health Home and Care Management (Enrolled/Outreach)
- Assisted Outpatient Treatment (AOT)
- Assertive Community Treatment (ACT)
- NYC Jail Based Care
- NYC Department of Homeless Services (Shelter or Outreach)
- Intensive Mobile Treatment
- OMH Unsuccessful Discharge/Sustained Engagement Support team
- Adult Housing/Residential Program Non-Medicaid Care Coordination
- Re-Engagement Alert

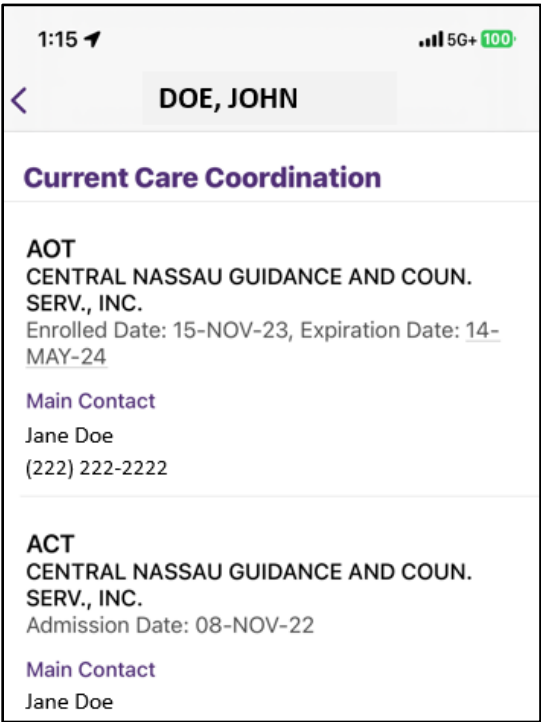


Figure 20. Clinical Summary: Current Care Coordination Section

Notifications

The new Notifications section will include the following data, if applicable to the client:

- OnTrackNY Early Psychosis Program
- OMH Unsuccessful Discharge
- Health Home Plus Eligibility
- Health Home Plus service (DOH - MAPP)
- OPWDD NYSTART
- AOT Referral Under Investigation
- Prescription Prior Authorization
- High Mental Health Need
- POP Potential Clozapine Candidate
- POP High User
- CORE Eligibility
- Mental Health Placement Consideration
- Medicaid Eligibility Alert
- Active PSYCKES Registry

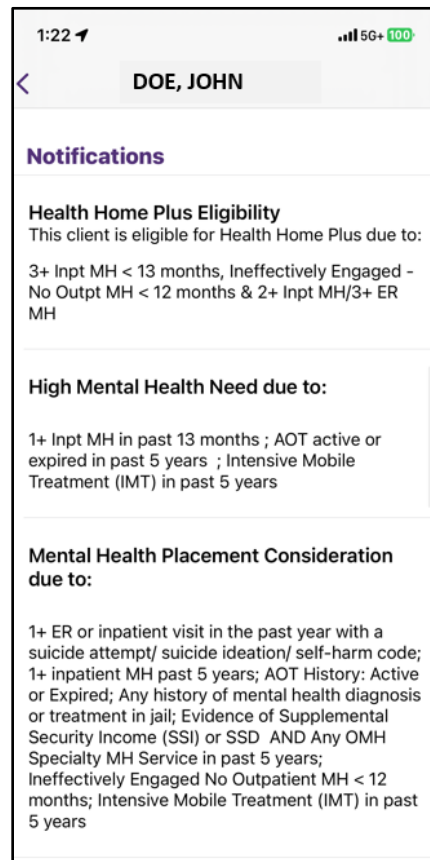


Figure 21. Clinical Summary: Notifications Section

Active Medicaid Restrictions

This section will only appear if the recipient has an active Medicaid Restriction. This data includes type of restriction(s) (e.g., inpatient pharmacy, physician), the begin date, and the name and contact information of the provider(s) to which the recipient is restricted. *This data is updated weekly from the Medicaid database.* Users can contact physicians/pharmacy directly by tapping on the phone number.

Alerts

The Alerts section in the Clinical Summary displays information from the New York State Incident Reporting and Management System (NIMRS) as well as Medicaid service information with date of the service and name of the provider agency related to:

- Suicide Attempt
- Suicide Ideation
- Self-Inflicted Harm
- Self-Inflicted Poisoning
- Homelessness (DHS/billing)
- Overdose Risk – Concurrent Opioid & Benzodiazepine
- Overdose – Opioid*
- Positive Suicide Screening (C-SSRS)*
- Positive Depression Screening (PHQ-9)*

Note: There is also a “View All” option located at the top of the section to view all alerts and incidents in chronological order.

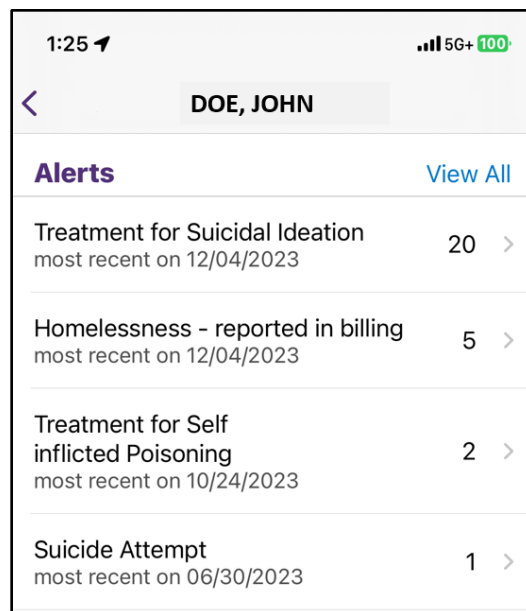


Figure 22. Alerts & Incidents Section

Social Determinants of Health (SDOH)

The Social Determinants of Health (SDOH) section includes societal and environmental conditions that can impact a wide range of health risks and outcomes (i.e., food insecurity, inadequate housing, problems related to education, employment, etc.) Users can select a specific SDOH to view more details, such as: date of service, service type, service subtype, provider name, and any other primary/secondary/quality flag-related diagnoses. This data comes from Medicaid-billing codes.

The Social Determinants of Health section includes 18 different categories:

- Problems related to upbringing
- Problems related to social environment
- Problems related to physical environment
- Problems related to other psychosocial circumstances
- Problems related to medical facilities and other health care
- Problems related to life management difficulty
- Problems related to housing and economic circumstances
- Problems related to employment and unemployment
- Problems related to education and literacy
- Problems related to certain psychosocial circumstances
- Persons encountering health services for other counseling and medical advice, not elsewhere classified
- Personal risk factors, not elsewhere classified
- Perpetrator of assault, maltreatment, and neglect
- Other problems related to primary support group, including family circumstances
- Other nutritional deficiencies
- Occupational exposure to risk factors
- Adult and child abuse, neglect and other maltreatment, suspected
- Adult and child abuse, neglect and other maltreatment, confirmed

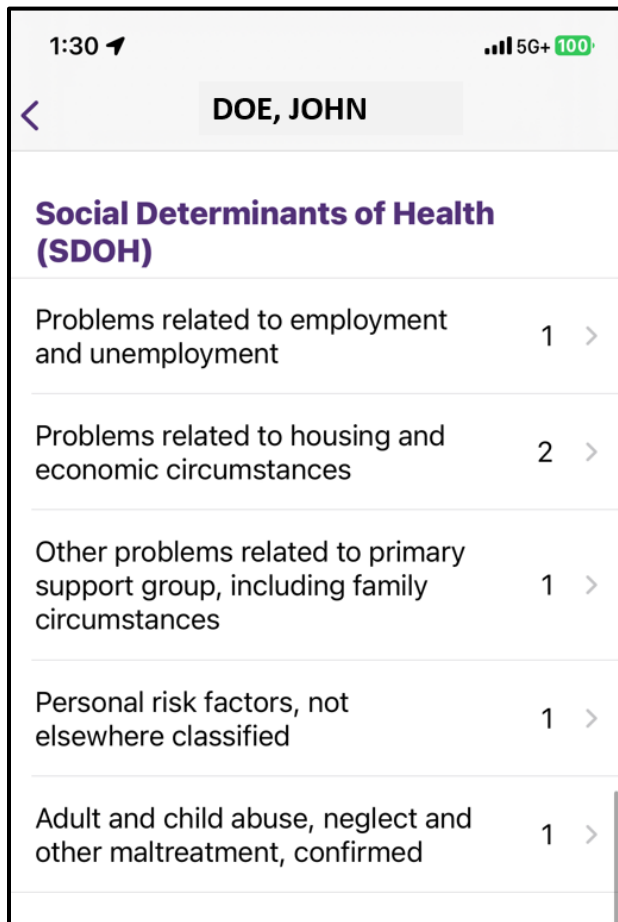


Figure 23. Alerts & Incidents Section

Quality Flags

Quality Flags identify areas of concern in a client’s care or service utilization. Specific Quality Flags will be displayed for clients who meet criteria.

For more information about Quality Flags, please visit our PSYCKES webpage www.psyckes.org under “Quality Indicators.”

Plans & Documents

This section allows the user to view previously existing plans/documents or complete a safety plan using the Stanley-Brown Template. Safety Plans completed in the mobile app will attach to the client’s Clinical Summary and be available for any PSYCKES user working with that client (with consent or in an emergency).

Note: Plan can be saved as a draft and finished later with same iOS device if it cannot be completed in one session.

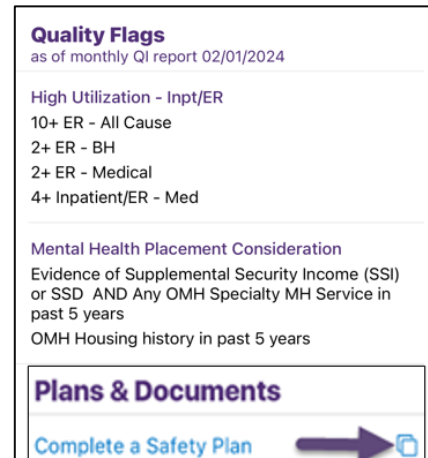


Figure 24. Complete a Safety Plan

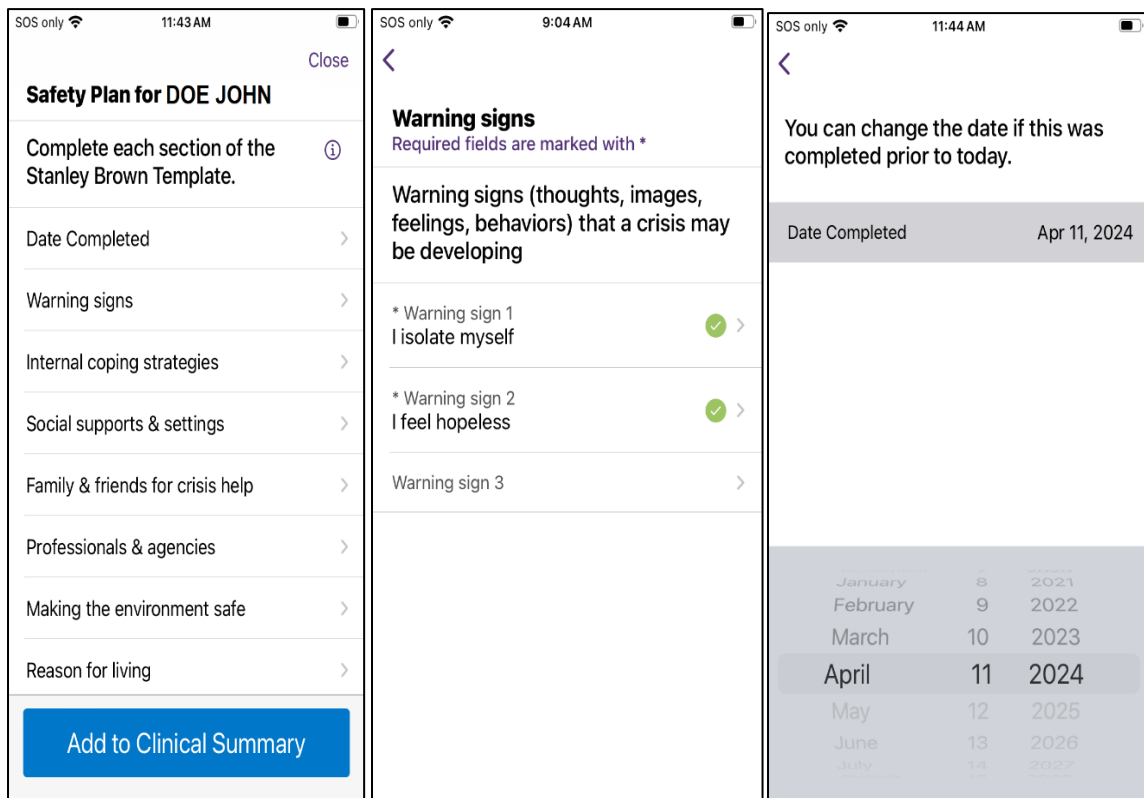


Figure 25. Completing Stanley-Brown Safety Plan Template

Screenings & Assessments

In this section, users can review results and complete new screenings and assessments. The following screenings and assessments are available within a client's Clinical Summary within iOS:

- Columbia Suicide Severity Rating Scale (C-SSRS)
- Patient Health Questionnaire (PHQ-9) depression questionnaire

Results of the screenings and assessments completed on the mobile app will be added to the client's Clinical Summary and will be viewable for any PSYCKES user working with that client (with consent or in an emergency).

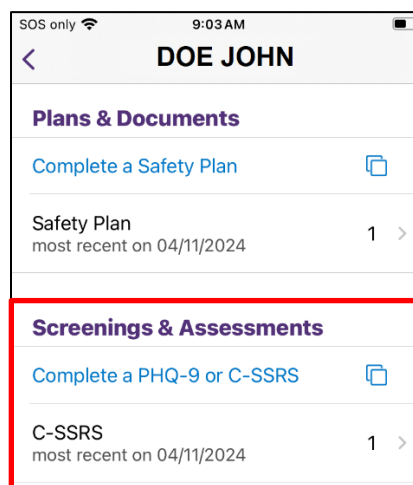


Figure 26. View or Complete Assessment

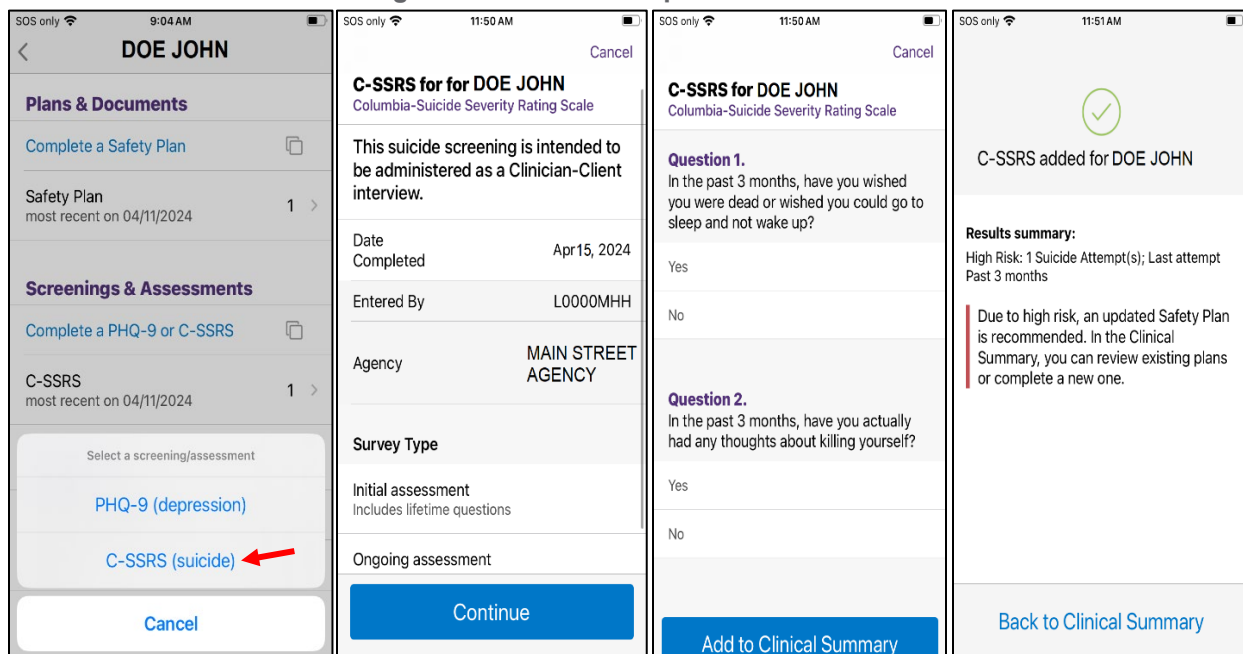


Figure 27. Completing a C-SSRS Assessment and Adding to Clinical Summary

Diagnoses

Diagnostic information in the Clinical Summary is split into two sections:

- Behavioral Health
- Medical

Each section lists the number of unique diagnoses on the right-hand side.

Tap on the Behavioral Health or Medical sections, to view all primary and secondary diagnoses associated with any Medicaid claim submitted for the recipient in the past 5 years.

Tap on the diagnosis to view provider invoices associated with the diagnosis, including the provider's name and date of service.

Behavioral Health Diagnoses	
Diagnosis	# Services for diagnosis
Schizoaffective Disorder	75 >
Tobacco related disorder	45 >
Schizophrenia	76 >
Unspecified/Other Psychotic Disorders	18 >
Other psychoactive substance related disorders	1 >
Intellectual Disabilities	3 >
Conduct Disorder	3 >
Alcohol related disorders	13 >
Unspecified/Other Depressive Disorder	9 >

Figure 28. Clinical Summary: Behavioral Health Diagnoses

Medications

Medication information in the Clinical Summary is split into 3 sections:

- Controlled Substances
- Behavioral Health
- Medical

Tap on the medication section (for example Behavioral Health Medications) to view a list of medications that have been picked up within the past 5 years, including information on drug class, date of last pick-up, and total days' supply of each medication in the past 5 years.

If the user is interested in seeing distinct pick-ups for medication in the past 5 years, they would tap on the right-hand arrow of the medication row. The individual medication details would include the pick-up date, strength, tabs per day, route, quantity dispensed, days supply, prescriber, and pharmacy details.

Note: Pickup records in the past 45 days may not be available.

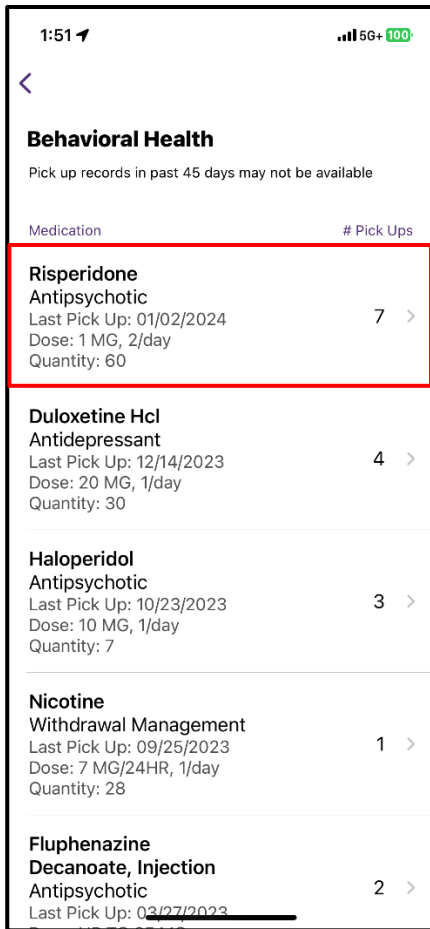


Figure 29. Clinical Summary: BH Medications

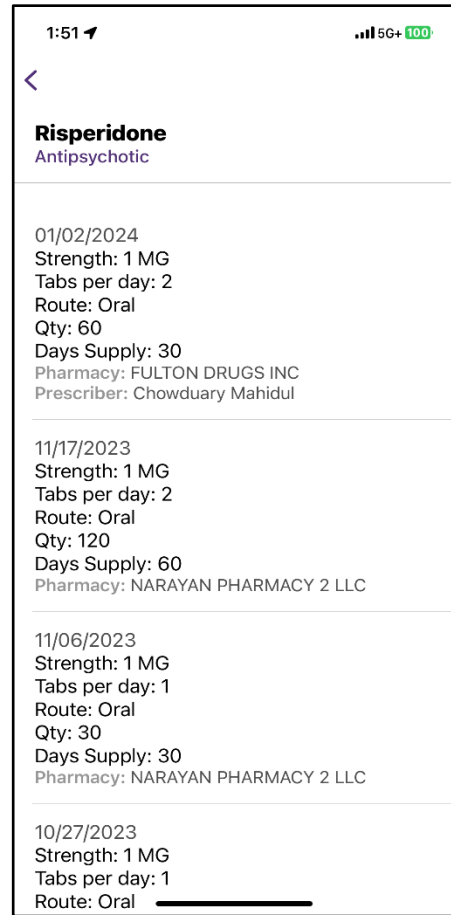


Figure 30. Medication Pick Up Details

Services

The Clinical Summary provides information on the following services, if paid for by Medicaid in the past 5 years:

- Care Coordination
- Behavioral Health
- Medical Outpatient
- Hospital/ER/Crisis
- Dental
- Vision
- Living Support/Residential
- Laboratory & Pathology
- Laboratory Results (State PC)
- Radiology
- Medical Equipment
- Transportation

The numbers on the right are the number of services provided in the past 5 years. Additionally, there is a “View All” option located at the top of the section that will display all services in chronological order.

Medications	
Controlled Substance	>
Behavioral Health	>
Medical	>
Services View All	
Care Coordination	28 >
Behavioral Health	81 >
Medical Outpatient	34 >
Hospital/ER/Crisis	152 >
Living Support/Residential	2 >
Laboratory & Pathology	4 >
Radiology	10 >
Transportation	72 >

Figure 31. Clinical Summary: Services



Behavioral Health	
Service Types	
Clinic - Medical Specialty	12
Clinic - SU Specialty	4
Prescriber - OOS	3
Physician Group	19
Physicians Group - Psychiatry	7
Physicians Group - Emergency Medicine	5
Clinic - MH Specialty	4
Multi-Type Group - Psychiatry	1
Multi-Type Group	4
ACT - MH Specialty	16
Clinic - Unspecified Specialty	7
Physician - Unspecified	2
Clinic - SU Specialty - Rehab	1
Clinic - MH State Psych Center (Source: State PC)	1
Clinic - MH Specialty - State Psych Center (Source: State PC)	2
Provider Invoices	
1 month ago	
01/27/2024	
Clinic - Medical Specialty	>
NEW YORK CITY HEALTH AND HOSPITALS	
Suicidal ideations	

Figure 32. Behavioral Health Services

Tap on the service category to view information on the specific services provided, including date(s) of service, provider name, and diagnosis given at time of service.

Note: Users have the option of filtering the services within each section to highlight services of interest.

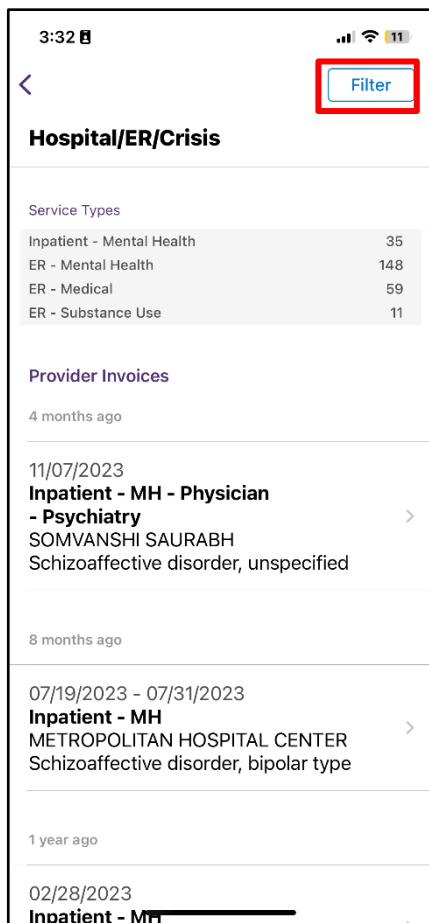


Figure 33. Hospital/ER/Crisis Service Types

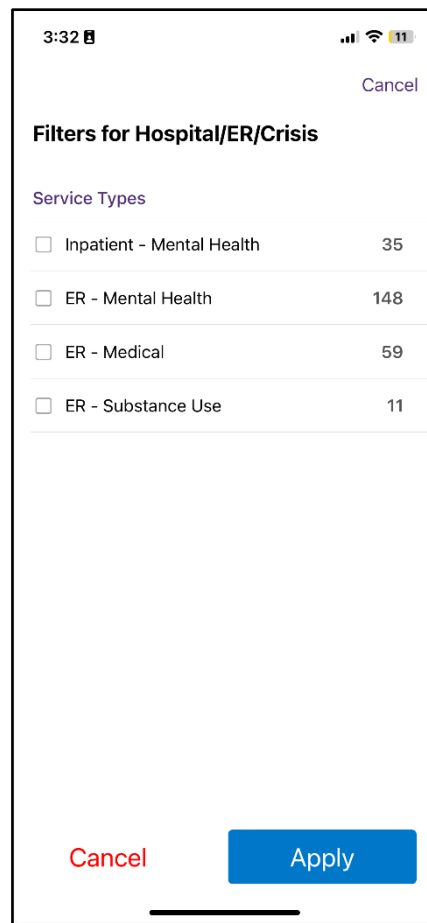


Figure 34. Hospital/ER/Crisis Service Types Filter

iPad Exclusive Features

The iPad version of the mobile app was redesigned based off of focus group findings and utilizes the additional space allowed on this type of device, such as displaying data in a table format for maximum comprehension. Some other exclusive iPad features include:

Brief Overview

The brief overview is available in the iPad iOS app. This will be the default screen a user lands on when they drill into a client's clinical summary. It will also follow the same logic as the brief overview in the desktop. The iPad user will be able to scroll on the page while the left-hand navigation menu remains fixed. Sections with data entry options or data contained within them will allow the user to tap and view. Sections with no data entry options or data available will be grayed out and a pop up will state there is no data available in this section (see Figure 35).

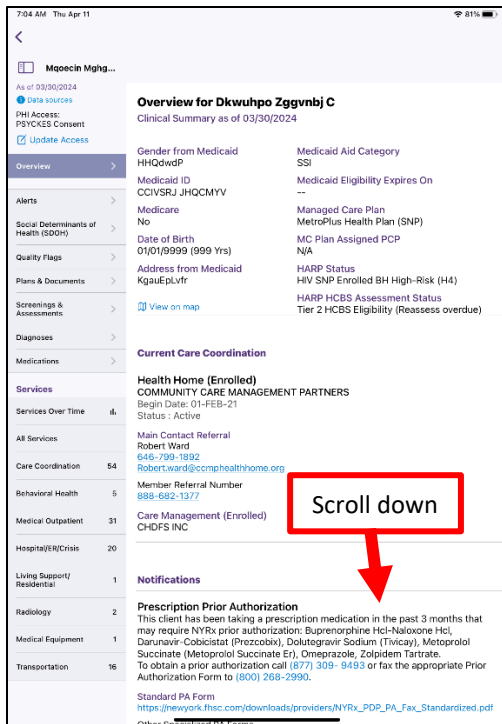


Figure 35. Clinical Summary: Brief Overview

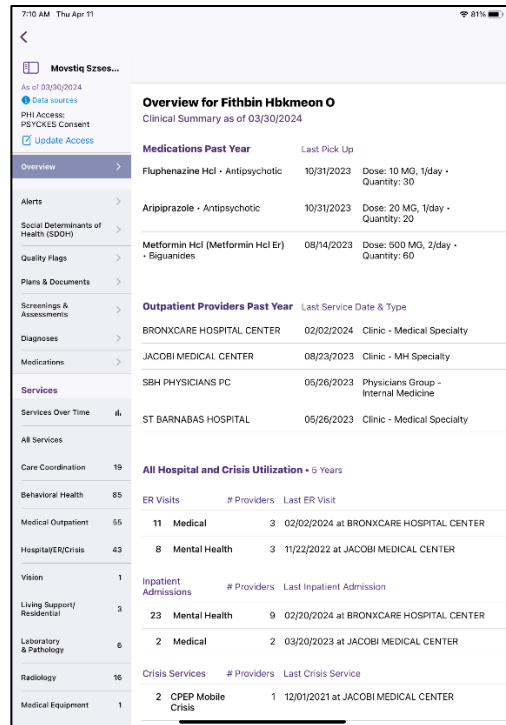


Figure 36. Clinical Summary: Overview Cont.

Services Over Time Graph

The iPad version of the mobile app includes the “Services Over Time” graph which is located under the “Services” section of the left-hand navigation menu. It will display the past 5 years’ worth of client data in graph form. The graph uses dots to represent distinct services/medication pickups and lines to represent continuous services (e.g., hospital inpatient stays). The graph also displays a “Medicaid Eligibility” line showing the time period during which a client was eligible for Medicaid service and identifies any gaps in eligibility. The graph view helps the user spot patterns in the client’s medication adherence and/or treatment consistency.

Users will have the ability to “tap” the dots/lines within the graph to see hover over details like dates and provider names. When the user “pinches” the screen, it will zoom into that specific time frame to enlarge. There is a ‘Reset’ button on the top right corner to return the graph to its full size. Additionally, users can turn their device horizontally for the graph to have additional space. (See Figure 37).

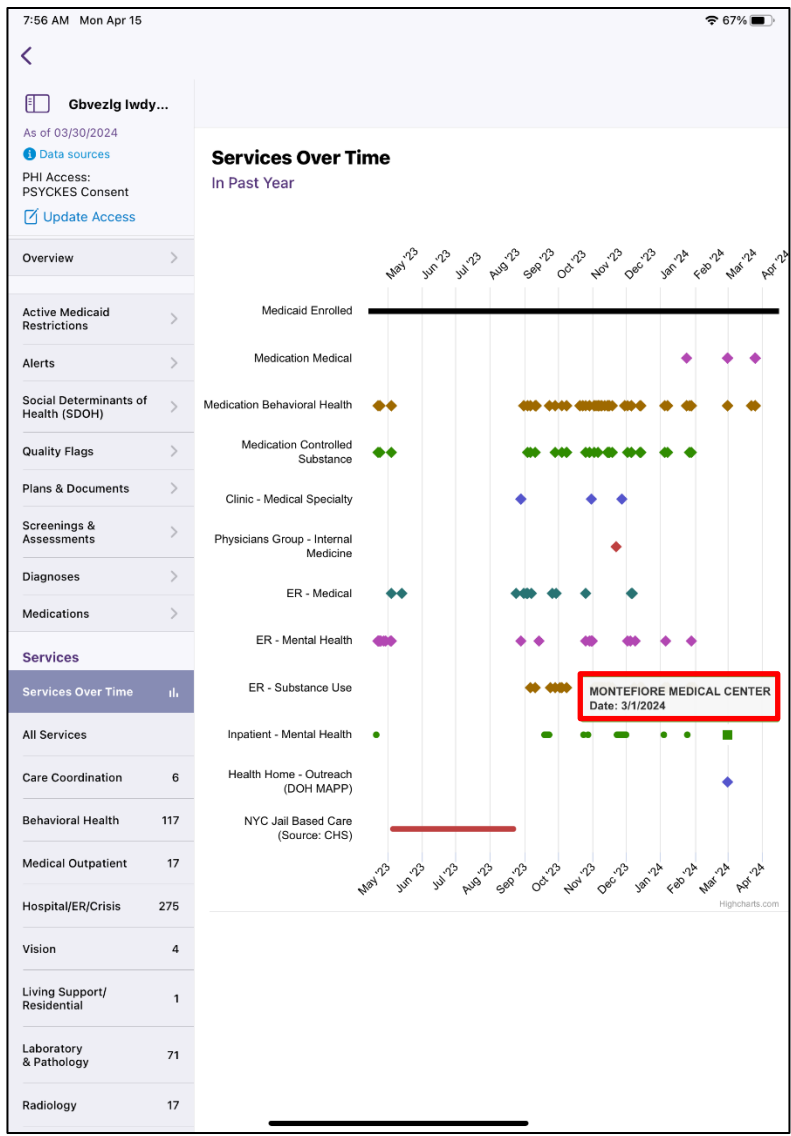


Figure 37. Clinical Summary: Services Over Time Graph

Service Type Cards and Filters

Certain service sections will have a gray “service types” card listed above the section’s table. It will include the unique Service Types as well as their distinct counts for that specific section (Figure 38). Beneath the service type card will be a table displaying the date, type, provider, and diagnoses/procedure.

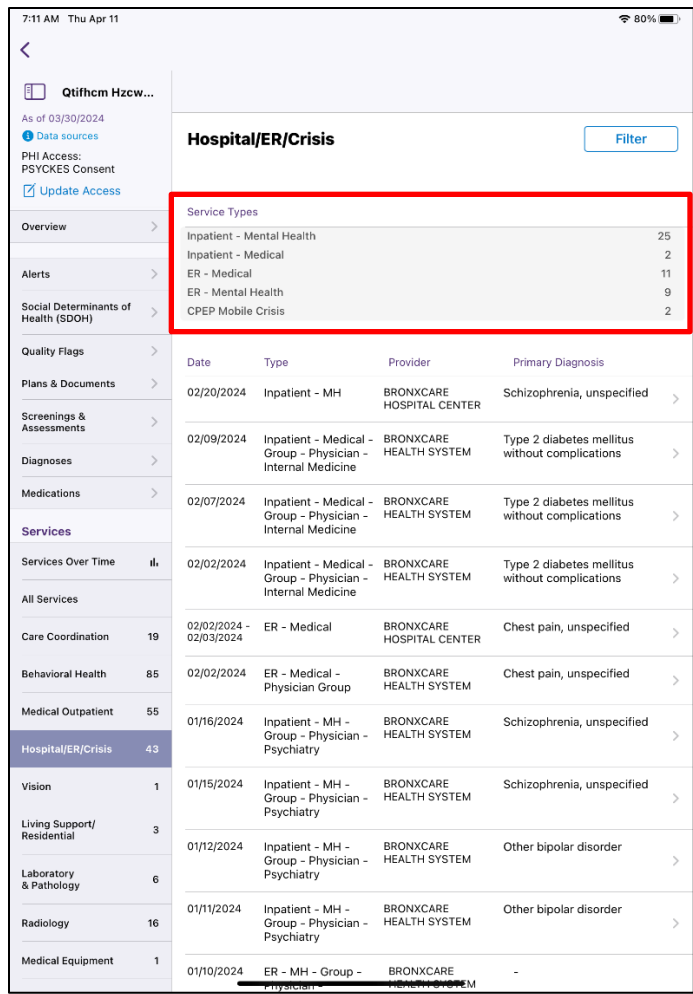


Figure 38. Clinical Summary: Service Type Cards

Within each of the service sections, there will be a “filter” button option. When selected, a window will pop up with the section’s unique service types/counts and corresponding checkboxes. The user can select whichever service types they are interested in and tap “apply.” Once the filters are applied, the section’s table will only display the services that were selected. Additionally, the service type card box will reflect the filtered services (Figure 39).

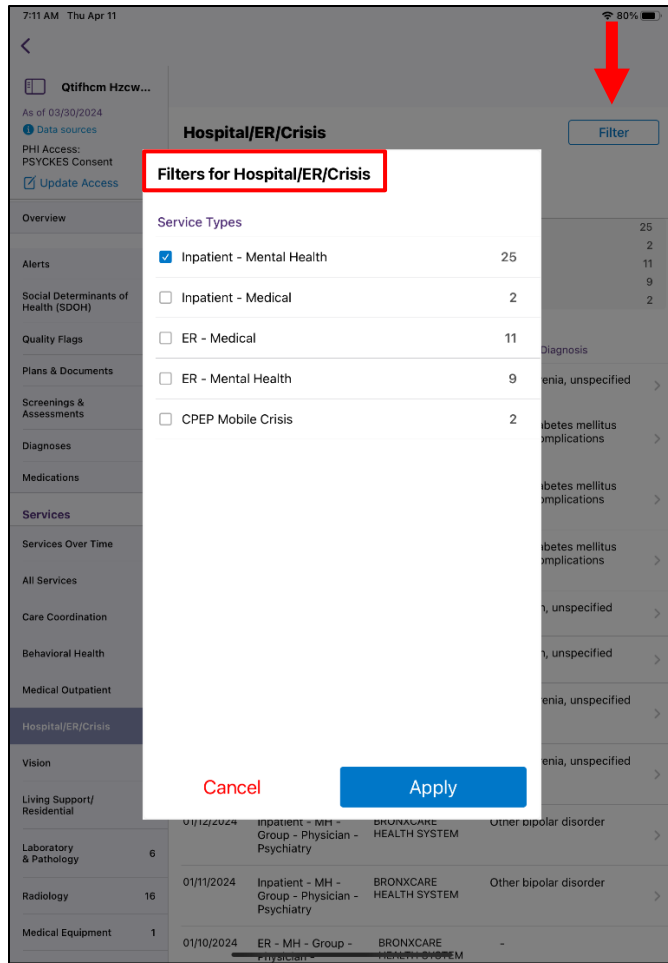


Figure 39. Clinical Summary: Filters

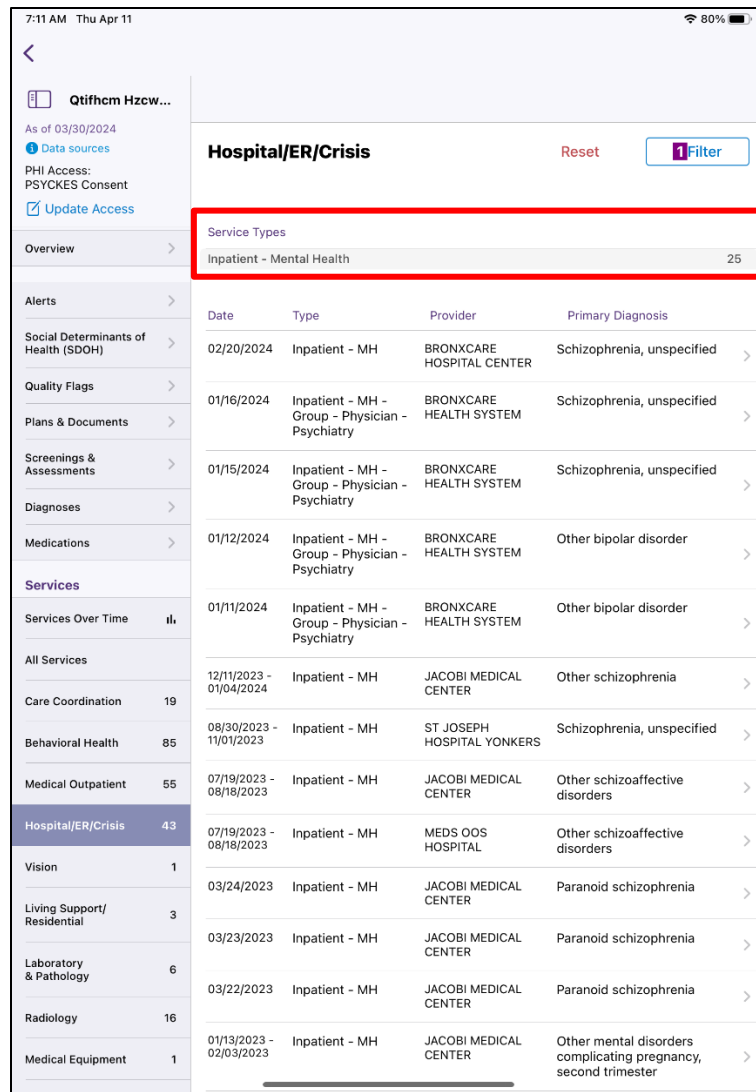


Figure 40. Clinical Summary: Service Types

How to Enable PHI Access

If a client is found in PSYCKES and has not given consent or is not in an emergency, the search results page will allow the user to “Enable PHI Access” by completing a four-step process to attesting to the organization’s right to access the client’s clinical summary.

Step 1: Search for client in the entire PSYCKES database

- a) Enter Medicaid ID, SSN, or a combination of Name and DOB in Search box.

- b) Confirm the data matches the intended client:
- If data does not match intended client, return to Search Results
 - If data matches intended client, tap “Enable PHI Access.”

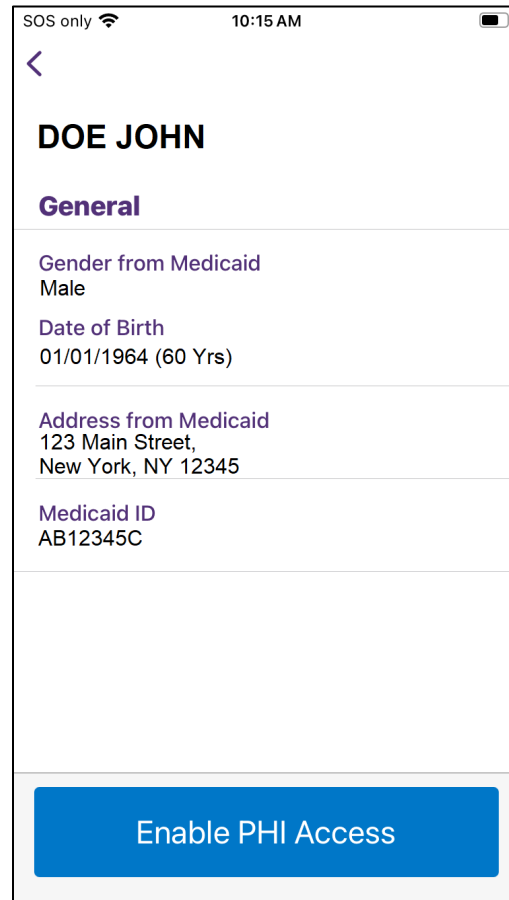


Figure 41. Search Results

Step 2: Select reason for having a right to access the client’s data

If the *client signed consent*, select:

- E-sign PSYCKES consent** – iOS PSYCKES users can have a client e-sign the PSYCKES consent form when enabling access to client data. This provides the same access as the original PSYCKES consent option.
- Client signed the PSYCKES consent form** – With signed consent, PSYCKES users at the agency will have access to all available Clinical Summary data for three years after the consent was entered, or three years after the last Medicaid claim from the agency has been processed by the New York State Medicaid Program, whichever is later.
 - *PSYCKES consent forms can be found/printed from the desktop version of PSYCKES, under the Registrar Menu*
- Client signed the BHCC consent form** – With signed consent, all clinical level data including PHI with special protections will be viewable. Data will be available

to both the provider/agency that entered this BHCC consent as well as the selected BHCC/IPA Network until the day the client withdraws consent, or until three years after the last date the client received services from the agency, whichever comes first.

- d. **Client signed the DOH Health Home consent form** – With signed consent, users at the agency will have access to all client level data according to their User Role Survey. The user types that will have access to the data are Care Management and Health Home Administration. This access will remain in effect until the day the client withdraws DOH Health Home consent, or until the client is no longer enrolled in that Health Home, whichever comes first.

In the *absence of signed consent*, select:

- a. **This is a clinical emergency** – Selecting this option will give user the ability to view the client’s data, including data with special protection, for 72 hours
- b. **Verbal PSYCKES Consent** – Selecting this option will give user the ability to view the client’s data, except for data with special protections 9 months after it was attested to in PSYCKES
- c. **Client is currently served by or being transferred to my agency** – Selecting this option will not give users the ability to view a client’s Clinical Summary data

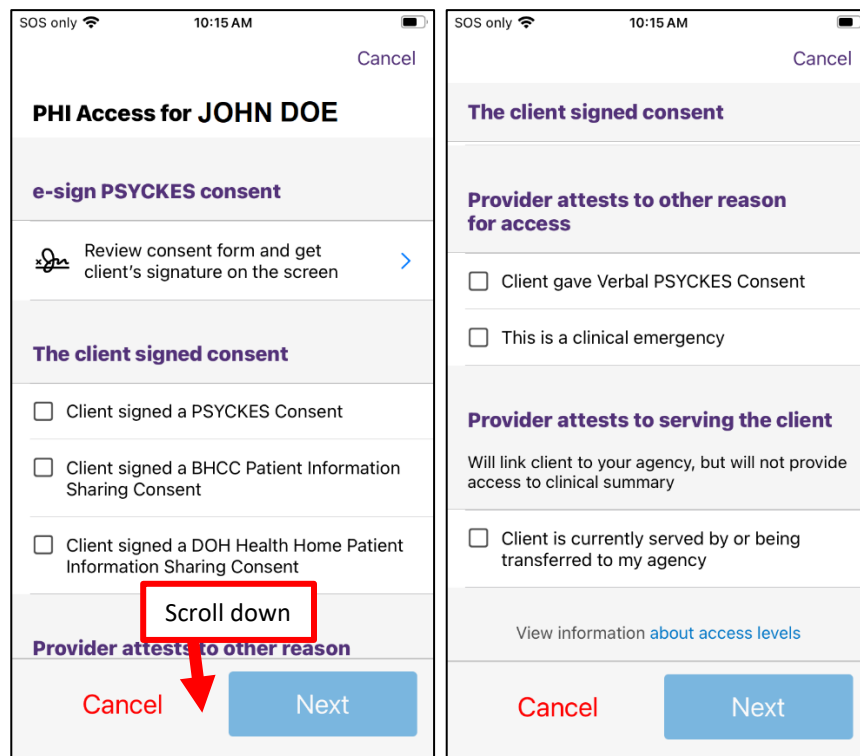


Figure 42. Reason for Viewing Data

Step 3: Indicate the way in which the client’s identity has been verified and submit

Attest to client identity via the following:

- Select “*Provider attests to client identity,*” if you or someone at your agency has experience with the client and hit ‘Next’ or;
- Select “*Client presented 1 photo ID*” OR “*Client presented 2 forms of non-photo ID*” and hit ‘Next.’ The user will be prompted to select the form(s) of identification from an approved list.

Workflow for e-signatures

- Read overview for e-signatures and then tap “next” to attest to client’s identity (Figure 43).
- Client is then prompted to give or deny consent
 - If the client *gives* their consent, they will be prompted to select who will provide the e-signature (Figure 44, 45).
 - If the client *denies* consent, client will be prompted to go back to access options (Figure 46).
- If the client gives their consent, they will sign their name when prompted, and they will also have the option to clear their signature if needed (Figure 47).
- Client will then click confirm to save client’s consent form in the Plans and Documents section of the clinical summary (Figure 47).

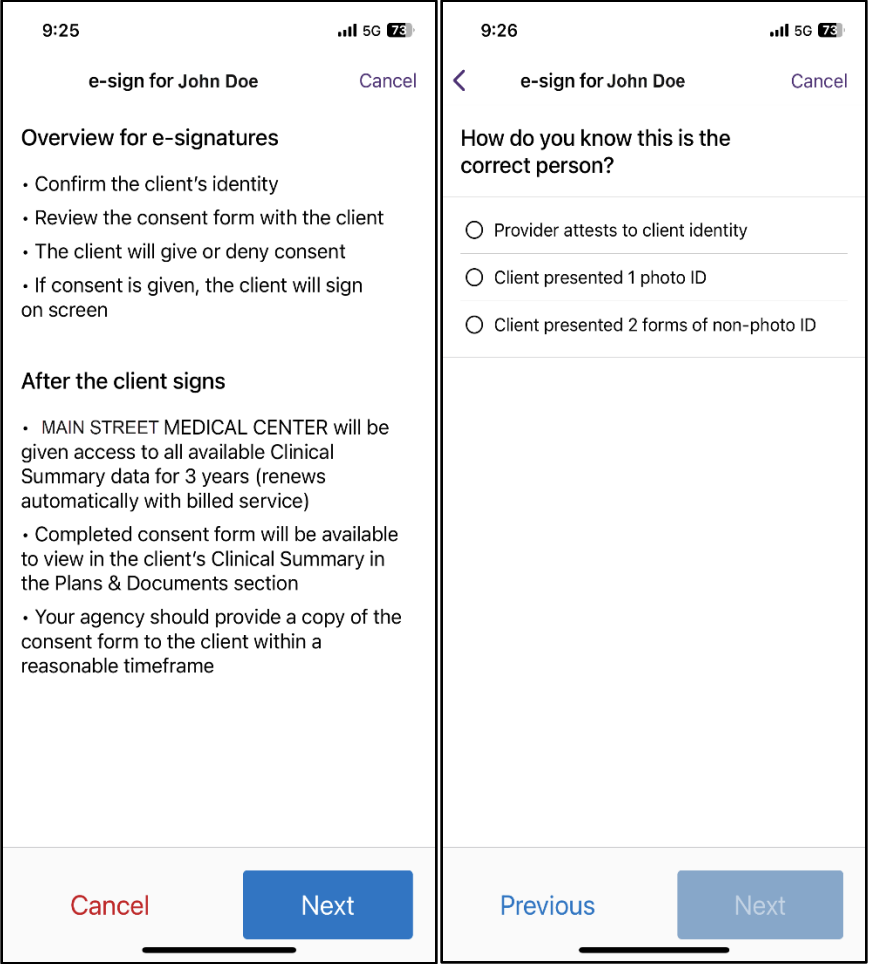


Figure 43. Confirming Client's Identity

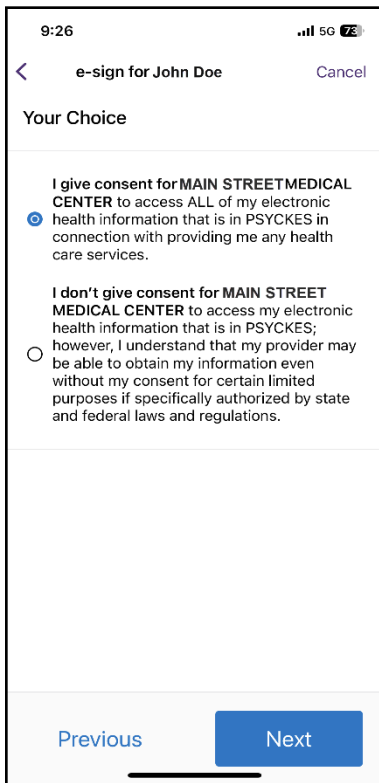


Figure 44. Client Gives Consent

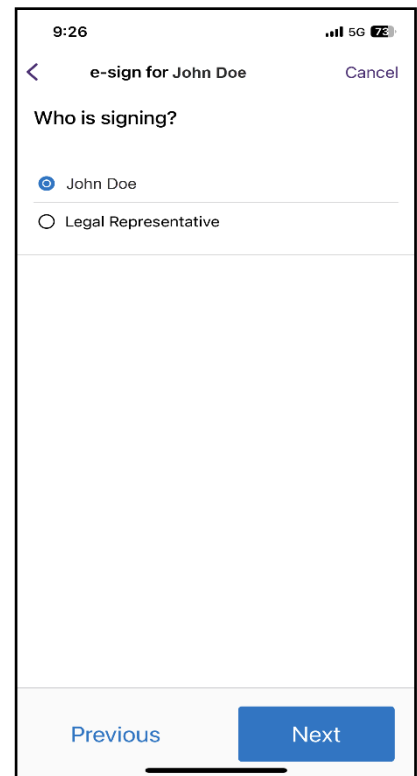


Figure 45. Select who Signs Consent

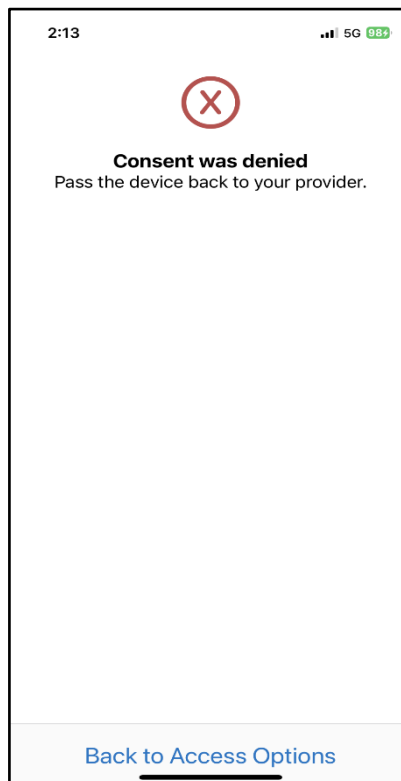


Figure 46. Client Denied Consent

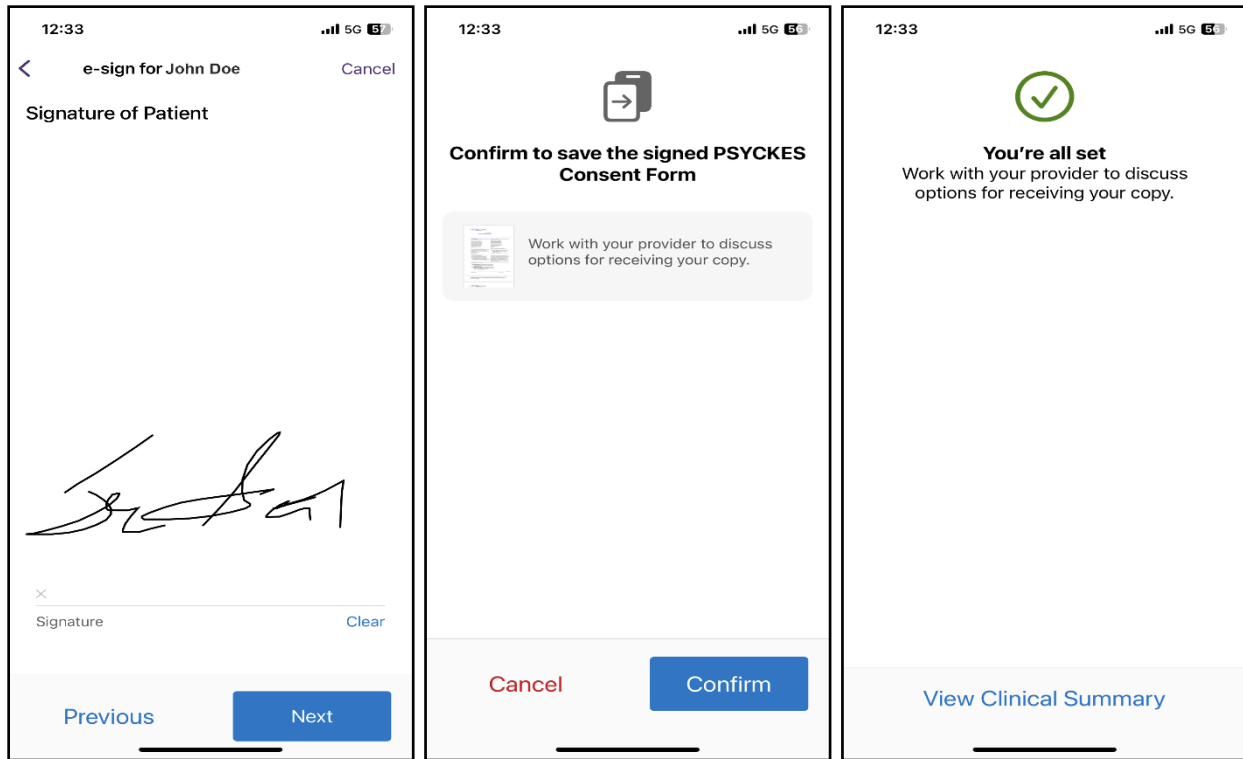


Figure 47. Client E-Signs Consent

Step 4: Enable access

Depending on the reason you selected as your right to view a client’s Clinical Summary, the “Enable” page will display a message. For example, if the client has signed the PSYCKES consent form this is the message that will be displayed:

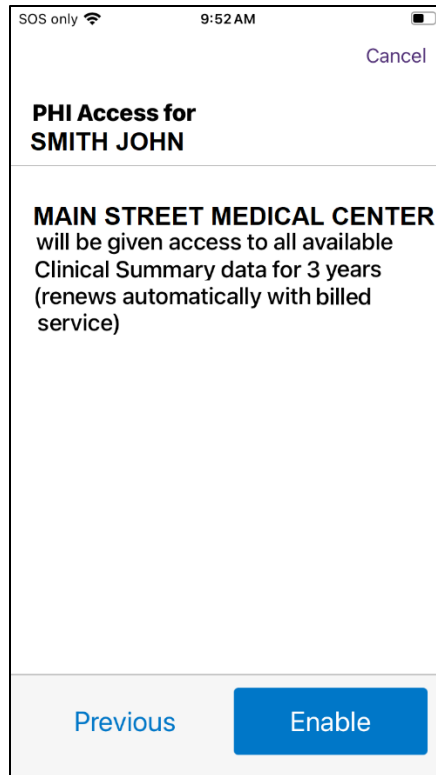


Figure 48. Enable PHI Access for PSYCKES Consent

Change PHI Access

At the top of a recipient's Clinical Summary, you can see what type of PHI Access your agency has for an individual (Figure 49).

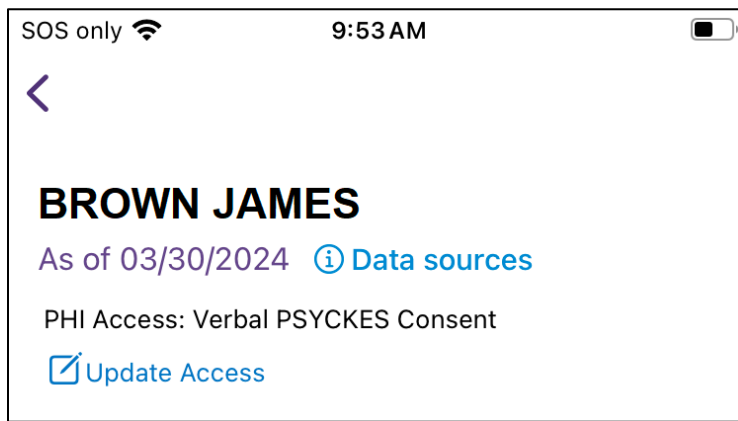


Figure 49. Clinical Summary: PHI Access: Verbal Consent - Updating PHI Access

If you wish to update the access you currently have for a recipient, such as wanting the recipient's full data (including data with special protection) it can be changed by selecting "Update Access" (Figure 50).

Follow Steps 1-4 listed above in the “[How to Enable PHI Access](#)” section. Once you have enabled the access you selected, you’ll see the change reflected in the recipient’s Clinical Summary:

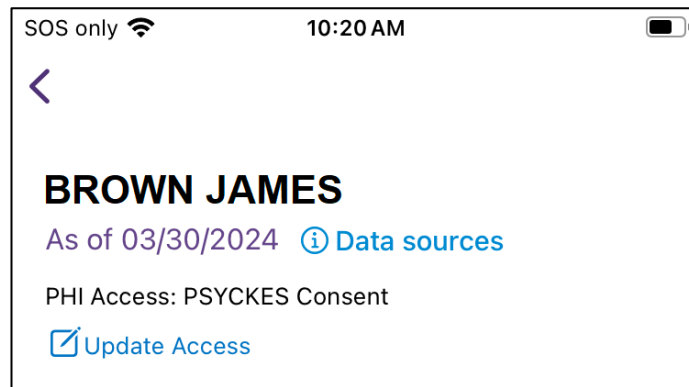


Figure 50. Clinical Summary: PHI Access: PSYCKES Consent

Withdrawing Consent

A client who has granted PSYCKES consent may withdraw consent at any time by signing the PSYCKES Withdrawal of Consent form. Users would need to:

- a. Print the Withdrawal of Consent from the desktop version of PSYCKES (or have pre-printed copies handy)
- b. Go to the desktop version of PSYCKES in the Registrar Menu to “withdrawal of consent”

Note: If a user accidentally consents a client, they need to immediately withdraw consent in the desktop version. If the user is unable to access a desktop, they should contact the PSYCKES Help Desk immediately at psyckes-help@omh.ny.gov.

Logging Off

When a user has finished using the PSYCKES mobile app, it is important to log off. In order to log off, the user will need to navigate to the Settings icon on the bottom right-hand side of their screen (Figure 51).

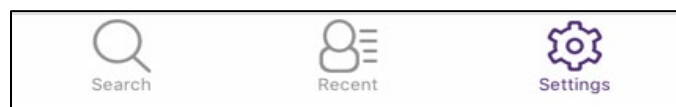


Figure 51. Settings icon

Within the Settings page, the user can view the following:

- a. The User ID they are logged in as
- b. The agency they are associated with in PSYCKES
- c. De-identify (see below)

d. The User Role Profile (see below)

In order to log out, the user will need to select “Log Out” at the top right-hand side of their screen (Figure 52). Once the user has logged out, they will be brought back to the log in screen.

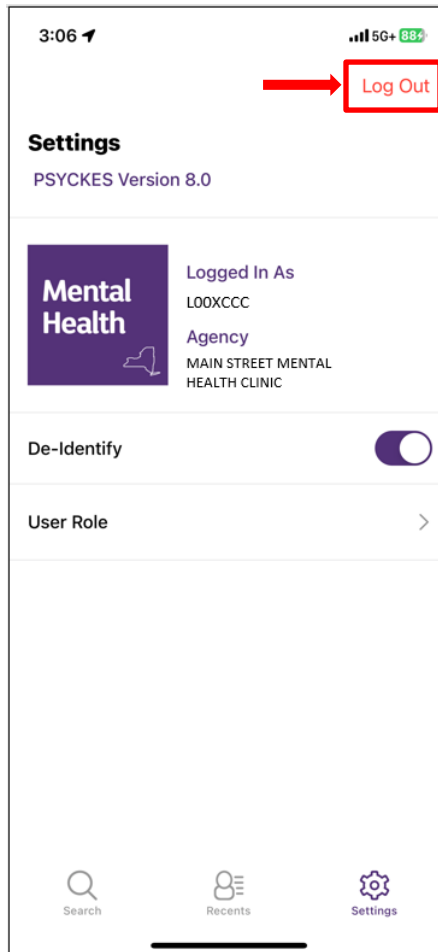


Figure 52. Settings: Log Out

De-identify

This feature allows users to scramble client identifying information within the mobile app (name, date of birth, Medicaid ID, address) (Figure 53).

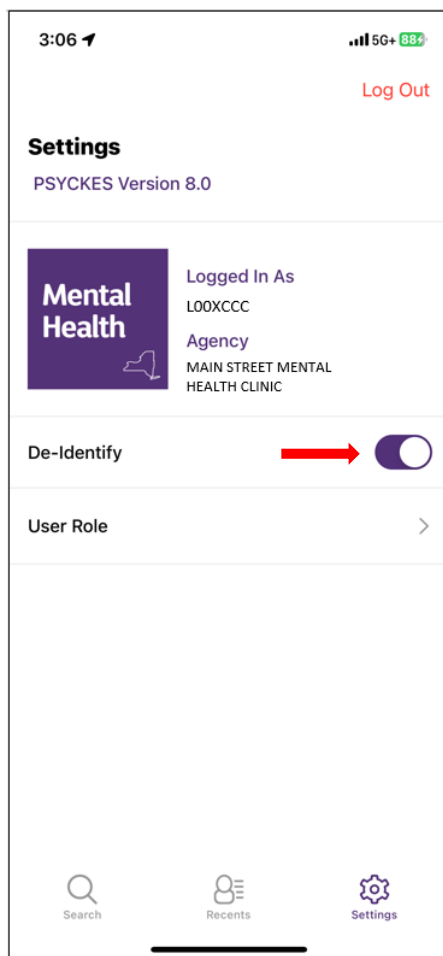


Figure 53. Settings: De-identify

The User Role Profile

When you first log into PSYCKES, users are prompted to complete the User Role Profile. If a user wishes to update their User Role Profile, for example to indicate a promotion, this can be done within the iOS mobile app. The User Role Profile is located under the Settings menu (Figure 54). From there, you have the option to update any fields as necessary. Before saving, you have the option to review your responses.

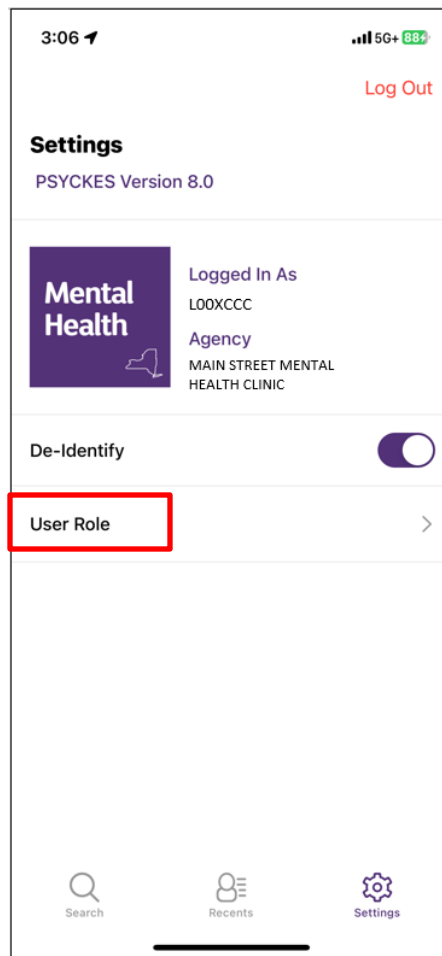


Figure 54. Settings: User Role Profile

Timing Out

The PSYCKES mobile app has a “timed out” feature that will log users out if the screen has been idle for more than 15 minutes. This is to ensure the security of personal and sensitive client information.

Screenshots Prohibited

Security of recipients’ sensitive and personal information is of the utmost importance in PSYCKES. Due to this emphasis on security, users are prohibited from taking screenshots while using the PSYCKES mobile app. If a user attempts to take a screenshot, they will receive a message instructing them to go into their iOS device’s photos and remove the screenshot (Figure 55). PSYCKES also reserves the right to audit users who have taken multiple screenshots and may take required steps to remove access from said user.

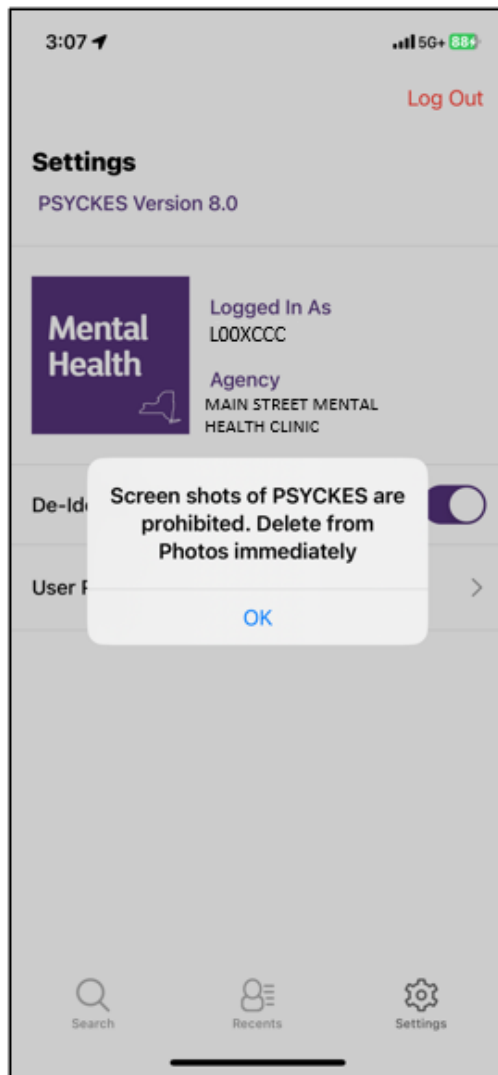


Figure 55. “Screenshot prohibited” message

Updates to PSYCKES mobile app

The PSYCKES application is continually evolving and so will the mobile app. There are two kinds of updates that can occur with the PSYCKES mobile app:

- iOS software update
- PSYCKES app version update

Users will receive automatic update messages when it is necessary to bring the iOS software and/or PSYCKES mobile app up to date. These messages will include instructions on how to update.