

Changing the Support Eligibility

Introduction

This guide will assist you to change the Support Eligibility on the Service Request for CCSP and CHSP Data Collections

NSQHS



Governance for safety & quality in health service organisations

When to set the Support Eligibility

The Support Eligibility is set at Intake / Creation of the Service Request.

All CHSP Referrals that go through the Central Intake Unit are marked as CHSP Eligible

Most CHIME Service Request Templates are already pre-set with the correct Support Eligibility for that Service Stream.

Some Service Streams however, will have a Support Eligibility field pre-set at:

- CCSP Unknown
- CHSP Unknown OR;
- The Support Eligibility field is left blank.

NB. Non CCSP / CHSP services types will default to CCSP/CHSP Not Eligible e.g. Mental Health

Org Units that create their own Service Requests can set the Support Eligibility as CCSP Unknown or CHSP Unknown and once the client has been seen, the Support Eligibility must be determined and changed accordingly.

Service Providers will only be allowed to occur 3 Direct Appointments before the Support Eligibility needs to be determined and changed to either CCSP/CHSP Eligible OR CCSP/CHSP Not Eligible (See below).

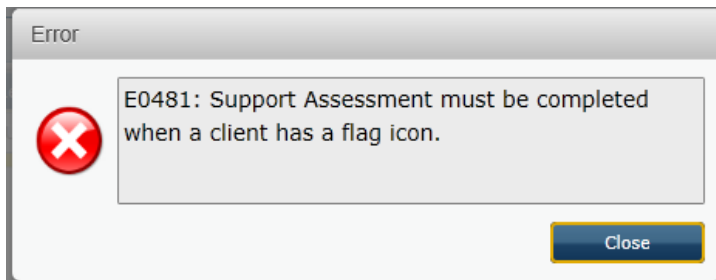
The Support Eligibility CANNOT remain as CCSP Unknown / CHSP Unknown indefinitely.

Name	Service Request	Support	Attendance	Non-Attendance Reason
CHIME, Client 2 (Mr) (1011706)	CHIME SUPPORT TEAM TEST (01-Nov-2016, 8321122)	✓	Attended	

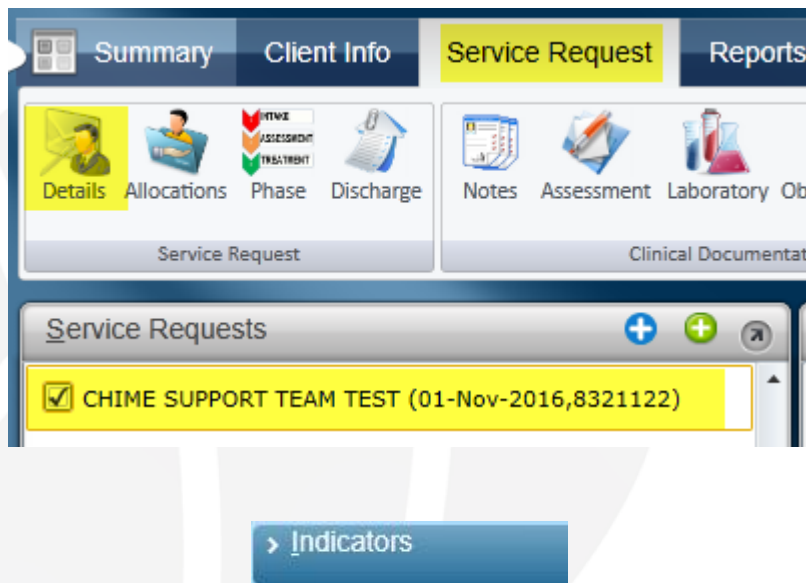
Name
CHIME, Client 2

Cannot Occur Appointments

When Occurring appointments, a red flag next to the client name indicates that the Support Eligibility Data Collection needs to be completed.



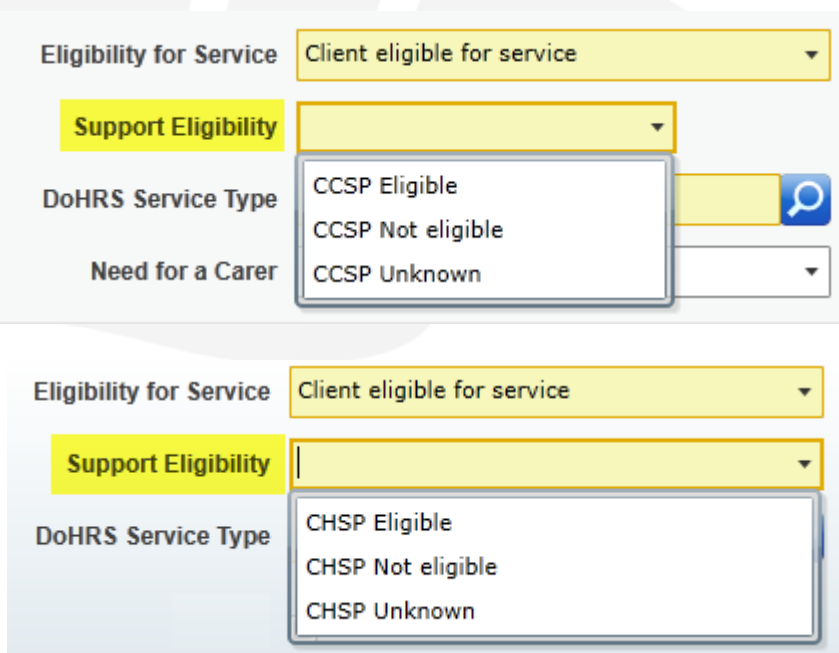
You will receive an Error message when trying to occur an appointment where the Support Eligibility Data Collection has not been completed.



How to set the Support Eligibility

Open the client record
Pin the correct Service Request
Select the Service Request Tab
Select Details

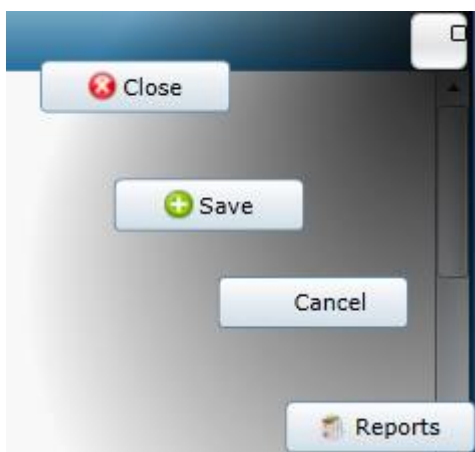
Click on the blue Indicators tab to expand this section



Select the appropriate Support Eligibility

CCSP = A younger person living in the community who is aged under 65 years or under 50 for Aboriginal/Torres Strait Islanders

CHSP = A frail older person living in the community who is aged 65 years and over or 50 and over for Aboriginal/Torres Strait Islanders



SAVE the changes

Once the Support Eligibility is changed, click on the radial menu and select Save