Policy on the use of SComms in Therap

As communication is vital to achieving the coordination among Agency stakeholders required to maintain the high level of service we provide the people we support, it is the policy of Saratoga Bridges that staff use the SComm system in service of this goal and to achieve specific objectives including:

* Notifying Service Coordination of changes in an individual’s case record. Specifically, program coordinators/QIDPs will send an SComm to the individual’s Service Coordinator upon completion of a new or updated Plan of Protective Oversight or Hab Plan. For Step 6, please insert “Revised Hab Plan” or “Updated Hab Plan” in the subject field. For Step 7, provide a brief description in the comments field of what has been changed.

To create an SComm:

1. Turn your attention to the right side of the screen on the Therap dashboard where you will see a box for SComm. Left-click “Compose”. The screen will refresh and “Select the type of SComm message” will be shown in the upper region of the screen.
2. Left-click the middle icon that says “Individual Care”. The screen will refresh, “Individual List” will be shown in the upper region of the screen, and a list of individuals who are on your caseload will be shown.
3. Left-click the person’s name. The screen will refresh and you will see a statement in the top region of the screen alerting you that the message contains information specific to the person you just selected. Below this, you will see regions labeled “Select Recipient”, “Recipient(s)”, and “Message & Options”.
4. Turn your attention to the “Select Recipient” region, scroll through the user list to locate your intended recipient(s), left-click their name(s), and left-click the “+Add” button. The name(s) will populate the recipient(s)’ box. NOTE: Names may be removed individually by left-clicking the little “X” appearing to the right of the name shown in the shaded region, or en masse by left-clicking the “Remove All” button.
5. The message is to be classified as “High” for the notification level, so left-click the appropriate bubble. The options for adding attachments are to be ignored.
6. Complete the text box for “Subject” with the following: “[Insert content here]”.
7. Complete the text box for message with “[Insert content here]”.
8. Left-click “Send Message” to complete this task.

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