



Receiving Administrator

Set Your Organization up for Success

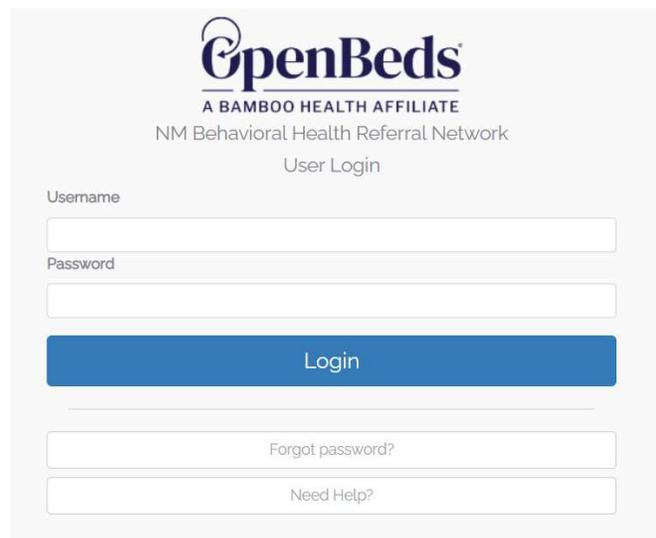


Best Practices to be Set up for Success:

1. Keep your User List up to date
2. Update Service Availability
3. Promptly respond to any outstanding requests in your Referral Status Queue

Logging In

- Login at the OpenBeds URL from your web browser: <https://nm.openbeds.net/>
- Enter your username which is your work e-mail that you used to create your account.
- Enter your password. This may be changed at Forgot Password on the login screen or Change Password link in the menu under your name at the top right.



The screenshot shows the OpenBeds user login interface. At the top, the OpenBeds logo is displayed, followed by the text "A BAMBOO HEALTH AFFILIATE" and "NM Behavioral Health Referral Network". Below this, the heading "User Login" is centered. The form contains two input fields: "Username" and "Password". A blue "Login" button is positioned below the password field. At the bottom of the form, there are two links: "Forgot password?" and "Need Help?".

Reviewing User Lists

1. Under your name dropdown select 'Manage Users' to find your list of users:

The screenshot shows the OpenBeds interface for a 'Receiving Service Administrator'. A dropdown menu is open from the user's name, with 'Manage Users' highlighted in red. Below the menu is a table of service availability.

Primary Service	Inpatient/ Residential Beds			Outpatient		Next Available Appointment	Walk-in Access	Comments
	Adult	Adolescent	Total	M	F			
Intensive Outpatient Treatment	-	-	-	-	-	03/29/2023	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please have negative covid test
Recovery Support Services-1	-	-	-	-	-	03/30/2023	<input checked="" type="radio"/> Yes <input type="radio"/> No	Walk-ins are now available. Covid negative test required 48 hours prior to arrival.
Residential Substance Use Treatment -1	10	15	5	5	35	-	-	Programs available: 11 Step Based SMART Recovery Dharma Recovery Weekly individual counseling and case
Residential Substance Use Treatment -2	10	-	5	-	15	-	-	Annex for our Residential SUD program: Based SMART Recovery Dharma Recovery Weekly individual counseling
Psychiatric inpatient	7	10	-	-	17	-	-	We offer a supportive and non-punitive environment where growth and treatment can occur. We provide CBT EMDR

Buttons: Update Availability, Cancel

Editing Users:

1. Log into OpenBeds with your credentials
2. Navigate to your name dropdown at the top right side of the screen.
 - a. Select 'Manage Users'

The screenshot shows the 'Manage Users' page. At the top right, there are buttons for 'Add Receiving Administrators' and 'View Deleted Users'. Below these is a table of users.

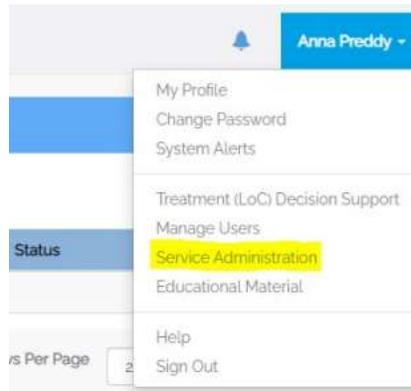
ID	Primary Service	User Name	User Role	Status	Actions
#987	Referring Service	Anna Preddy	Receiving Provider	Pending	Review/Edit Delete
#731	Medication-Assisted Treatment: OTP	Hermione Granger	Receiving Provider	Accepted	Review/Edit Delete
#729	Recovery Housing	Harry Potter	Receiving Provider	Accepted	Review/Edit Delete
#728	Medication-Assisted Treatment: OTP	Albus Dumbledore	Receiving Service Administrator	Accepted	Review/Edit Delete
#722	Referring Service	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edit Delete
#722	Medication-Assisted Treatment: OTP	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edit Delete
#722	Crisis Stabilization	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edit Delete
#722	Recovery Housing	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edit Delete

- a. Select 'Review/Edit' to whichever user you would like to edit.
- b. Select 'Save' after any edits

Add Users:

Add Receiving Provider

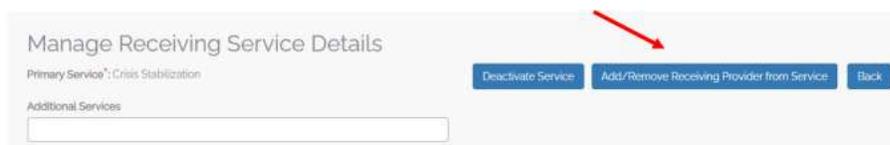
1. Log into OpenBeds with your credentials
2. Navigate to your name dropdown at the top right side of the screen.
 - a. Select 'Service Administration'



3. Select the service the Receiving Provider should have access to. You do this simply by clicking the service name.



4. Select 'Add/Remove Receiving Provider from Service' at the top of the 'Manage Receiving Service Details' page.



5. Select 'Add Receiving Provider from Service' at the bottom of the page.
6. Input Receiving Providers Information. Select 'Submit'

Receiving Provider z Remove this User

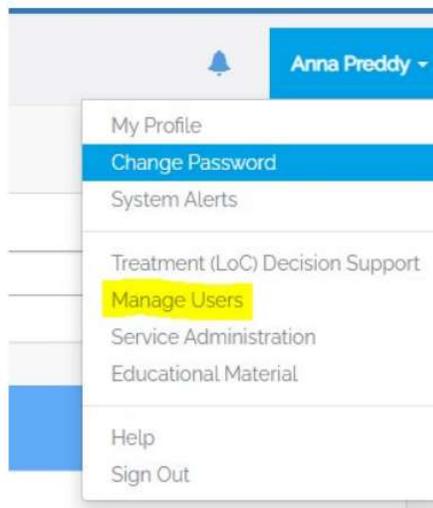
First Name* Last Name*

Email Address* Role*

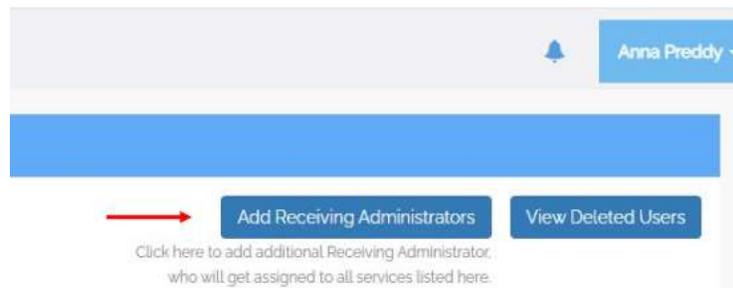
[Add Receiving Provider to the Service](#) [Cancel](#) [Submit](#)

Add Receiving Administrators

1. Log into OpenBeds with your credentials
2. Navigate to your name dropdown at the top right side of the screen
 - a. Select 'Manage Users'



3. Select 'Add Receiving Administrator'



4. An 'Add Receiving Administrator' form should populate. Please fill out all the necessary fields.

Add Receiving Service Administrator

<p>First Name</p> <input style="width: 95%;" type="text"/>	<p>Last Name</p> <input style="width: 95%;" type="text"/>
<p>Email Address</p> <input style="width: 95%;" type="text"/>	<p>Role</p> <div style="border: 1px solid #ccc; padding: 2px;"> Receiving Service Administrator </div>

Cancel
Submit

5. Select 'Submit'

Delete Users:

1. Log into OpenBeds with your credentials
2. Navigate to your name dropdown at the top right side of the screen.
 - b. Select 'Manage Users'

Manage Users

Add Receiving Administrators
View Deleted Users

Click here to add additional Receiving Administrator, who will get assigned to all services listed here.

ID	Primary Service	User Name	User Role	Status	Actions
#987	Referring Service	Anna Preddy	Receiving Provider	Pending	Review/Edit Delete
#731	Medication-Assisted Treatment: OTP	Hermione Granger	Receiving Provider	Accepted	Review/Edit Delete
#729	Recovery Housing	Harry Potter	Receiving Provider	Accepted	Review/Edit Delete
#728	Medication-Assisted Treatment: OTP	Albus Dumbledore	Receiving Service Administrator	Accepted	Review/Edit Delete
#722	Referring Service	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edit Delete
#722	Medication-Assisted Treatment: OTP	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edit Delete
#722	Crisis Stabilization	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edit Delete
#722	Recovery Housing	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edit Delete

3. Select 'Delete' to whichever user you would like to delete.

Restore a Deleted User:

1. Log into OpenBeds with your credentials
2. Navigate to your name dropdown at the top right side of the screen.
 - a. Select 'Manage Users'

Manage Users

[Add Receiving Administrators](#) [View Deleted Users](#)

Click here to add additional Receiving Administrator, who will get assigned to all services listed here.

ID	Primary Service	User Name	User Role	Status	Actions
#987	Referring Service	Anna Preddy	Receiving Provider	Pending	Review/Edit Delete
#731	Medication-Assisted Treatment: OTP	Hermione Granger	Receiving Provider	Accepted	Review/Edit Delete
#729	Recovery Housing	Harry Potter	Receiving Provider	Accepted	Review/Edit Delete
#728	Medication-Assisted Treatment: OTP	Albus Dumbledore	Receiving Service Administrator	Accepted	Review/Edit Delete
#722	Referring Service	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edit Delete
#722	Medication-Assisted Treatment: OTP	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edit Delete
#722	Crisis Stabilization	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edit Delete
#722	Recovery Housing	Anna Preddy	Receiving Service Administrator	Accepted	Review/Edit Delete

4. Select 'View Deleted Users' in the top right-hand corner.
5. A list of deleted users will populate. Select 'Restore' next to the user you would like to restore.

Manage Users

[Add Receiving Administrators](#) [View Existing Users](#)

Click here to add additional Receiving Administrator, who will get assigned to all services listed here.

ID	Primary Service	User Name	User Role	Status	Actions
#868	Crisis Stabilization	anna preddy	Receiving Provider	Deleted	Restore
#771	Referring Service	test test	Receiving Service Administrator	Deleted	Restore
#771	Medication-Assisted Treatment: OTP	test test	Receiving Service Administrator	Deleted	Restore
#771	Recovery Housing	test test	Receiving Service Administrator	Deleted	Restore

6. [Direct your created Receiving Provider to login.](#)

IMPORTANT!

Users stated as 'Pending' indicate that they have not yet signed into their newly created account. If a user is notated as being pending, please guide the user to perform the [login instructions.](#)

Updating Service Availability

1. Log into OpenBeds with your credentials
2. Navigate to 'Update Service Availability'
3. Enter in all 'Inpatient/Residential Beds', 'Next Available Appointments', 'Walk In Access', and 'Comments'
4. Select 'Submit'

Map Rec org

123 main st
Ormaik, FL 98843

Primary Service	Inpatient/ Residential Beds					Outpatient		Comments
	Adult		Adolescent		Total	Next Available Appointment	Walk-in Access	
	M	F	M	F				
Intensive Outpatient Treatment	-	-	-	-	-	03/29/2023	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please have negative covid test 48 hours prior to arrival.
Recovery Support Services-1	-	-	-	-	-	03/30/2023	<input checked="" type="radio"/> Yes <input type="radio"/> No	Walk-ins are now available. Covid negative test required 48 hours prior to arrival.
Residential Substance Use Treatment-1	20	15	5	5	35	-	-	Programs available: 13 Step Based SMART Recovery, Dharma Recovery, Weekly individual counseling and case
Residential Substance Use Treatment-2	20	-	5	-	15	-	-	Annex for our Residential SUD program Based SMART Recovery, Dharma Recovery, Weekly individual counseling
Psychiatric Inpatient	7	10	-	-	17	-	-	We offer a supportive and non-punitive environment where growth and treatment can occur. We provide CBT, EMDR

Update Availability Cancel

Update Bed Availability Reminder Alert Notification

A reminder alert notification can be setup here to remind the receiving administrator to update the bed availability or next available appointment for an outpatient service. Reminders can be set up for a specified method alert is received, a specific time of day to receive the alert, and for specific days of the week to receive the alert reminder notification.

Receive Alerts

Setting Daily Reminders

1. Log into OpenBeds with your credentials
2. Navigate to 'Update Service Availability'
3. Toggle 'Receive Alerts' to the right.
4. Under 'Select Notification Method' enter 'Email'
5. Under 'Time(s) of Alert Notification' select desired times (times are in 24-hour clock format)
6. Under 'Day(s) of the Week to Receive Alert Notification' select days of week
7. Select 'Add Alert'

The screenshot shows the OpenBeds 'Update Service Availability' page for Map Rec.org. A modal titled 'Update Bed Availability Reminder Alert Notification' is open, allowing the user to configure alerts. The modal includes a 'Receive Alerts' toggle (checked), a 'Select Notification Method' dropdown set to 'Email', and an 'Add Alert' button. A time selection dropdown is set to 11:00, and a 'Day(s) of the Week to Receive Alert Notification' dropdown is set to 'xMonday, xTuesday, xWednesday, xThursday, xFriday'. The background table shows service availability for various services like 'Intensive Outpatient Treatment' and 'Psychiatric Inpatient'.

Primary Service	Inpatient/ Residential Beds				Total	Next Available Appointment	Walk-in Access	Comments
	Adult		Adolescent					
	M	F	M	F				
Intensive Outpatient Treatment	-	-	-	-	-	03/29/2023	Yes No	Please have negative covid test 48 hours prior to arrival.
Recovery Support Services-1	-	-	-	-	-	03/30/2023	Yes No	Walk-ins are now available. Covid negative test required 48 hours prior to arrival.
Residential Substance Use Treatment -1	10	15	5	5	35	-	-	Programs available: 12 Step Based SMART Recovery, Dharma Recovery, Weekly individual counseling and case
Residential Substance Use Treatment -2	10	-	5	-	15	-	-	Annex for our Residential SUD program: Based SMART Recovery, Dharma Recovery, Weekly individual counseling
Psychiatric Inpatient	7	10	-	-	17	-	-	We offer a supportive and non-punitive environment where growth and treatment can occur. We provide CBT, EMDR.

Checking Referral Request Status Queue

1. Log into OpenBeds with your credentials
2. Navigate to 'Referral Request Status
3. If you have referrals in queue you will see them as show below:

The screenshot shows the 'Referral Request Status' page in the OpenBeds interface. At the top, there are navigation tabs for 'Service Availability', 'Update Service Availability', 'Referral Request Status', and 'Analytics'. The 'Referral Request Status' tab is active. Below the tabs, there are filter options for 'Last Name or Request ID', 'Service', 'Role', 'Status', and 'Show/No Show'. A 'Follow Up Referrals' checkbox is also present. The main content area displays a table with one row of data. The table has columns for 'Select to Archive', 'Time/Date', 'Referring Contact Info', 'Receiving Contact Info', 'Request Details', 'Receiving Service', 'Status', 'ID', 'Patient Info', and 'Messaging'. The row is highlighted with a red border, and the 'Messaging' column contains a right-pointing arrow.

Select to Archive	Time/Date	Referring Contact Info	Receiving Contact Info	Request Details	Receiving Service	Status	ID	Patient Info	Messaging
<input type="checkbox"/>	New Request 12:22 03-28-2023	Matt Yacovone Substance Use Inpatient, Appriss Ref Org myacovone@bamboohealth.com Referrer Notified by E-Mail	Map Rec org Residential Substance Use Treatment -1 123 Main San Antonio, TX 78216 myacovone@bamboohealth.com (210) 123-1234 Provider Notified by Service E-Mail	Please acknowledge this referral	Residential Substance Use Treatment	Opened	3140	John Smith	→

4. To respond to an open referral, select the arrow under 'Messaging'

This screenshot is identical to the one above, but with a red square box highlighting the right-pointing arrow in the 'Messaging' column of the table row.

5. Under 'Send Message' you can publicly respond to the referring party to acknowledge the referral.
6. Under 'Status' you can "Accept or Decline' and mark it as "Opened or Closed"
7. Select Send

Map Rec.org - Receiving Provider

OpenBeds
A BAMBOO HEALTH AFFILIATE

Service Availability | Update Service Availability | **Referral Request Status** | Analytics

Matt Yacovone

Referral Request Messaging

Request ID 2140 Back Refresh

Show 25 entries Search

Time/Date	Name	Role	Activity	Action/Message	Attachment
2023-07-28 12:22:34	Matt Yacovone	Referring Administrator	Opened	Please acknowledge this referral	

Showing 1 to 1 of 1 entries Previous 1 Next

Send Message

Messages and notifications of messages are automatically received by sending and receiving providers.

You can respond to the referral here.

Choose Files | No file chosen

Select below to notify your team members

Select

Send

Status Opened Closed Accepted Declined

Did Patient Show Up? Yes No

Check one or more permitted check box or button, add message, and click on 'Send' to change status and send message.

Local Action

Actions are only seen locally at your organization. Add a note in the box below and click on 'Save' for your own purposes.

Select below to notify your team members

Select

Save